



Azure Rights Management Services (RMS) Encryption Software

The Department of Veterans Affairs (VA) is dedicated to serving Veterans who have earned their benefits through their honorable service. An integral part of that mission is ensuring Veterans' Protected Health Information and Personally Identifiable Information (PHI/PII) is never compromised. We appreciate your partnership in serving Veterans and protecting their information.

To that end, on Aug. 24, 2019, VA moved from Virtru Pro to Azure Rights Management Services (Azure RMS) as its enterprise-authorized encryption software. This software update is part of VA's Office of Information and Technology (OI&T) modernization efforts to make communications more secure and reliable and to protect Veterans' PHI/PII.

Azure RMS works with all operating systems and email clients, to include Microsoft Outlook and all social email addresses (e.g., Gmail, Yahoo, Hotmail, etc.), so non-VA recipients will have no restrictions accessing encrypted messages from VA employees.

Accessing Emails Protected with Azure RMS

Non-VA recipients of VA emails encrypted with Azure RMS will need Internet access to open the information. Messages accessed using Microsoft Office 365 do not require any additional steps. Gmail also allows users to access Azure RMS protected messages; however, other commercial email clients may require a single-use code to access the email via a web browser.

Providers will only be able to reply securely to VA messages encrypted with Azure RMS but will be able to add attachments to the secure reply.

Please see the following website for more information on opening protected messages:

<https://support.office.com/en-us/article/how-do-i-open-a-protected-message-1157a286-8ecc-4b1e-ac43-2a608fbf3098?ui=en-US&rs=en-US&ad=US>.

Please note, this website is external to the VA network. VA is not responsible for the privacy practices or the content of non-VA websites.

Community Viewer

Providers can still use Community Viewer to securely view electronic health records via their web browser. Community Viewer requires a VA-provided user name and password which can be delivered in an Azure RMS-protected email.

For Assistance

Contact VA's Azure RMS project team at VHARMSTeam@va.gov.