

# Receiving an encrypted email on an iOS mobile device

There is a known issue with iOS mobile devices (such as iPhones and iPads) being unable to receive encrypted emails. A workaround has been made available for users of these devices and can be found on the Trend Micro website: <https://success.trendmicro.com/solution/1101512>

The steps to take if you are an iOS mobile device user receiving encrypted emails are:

1. Forward the encryption email that you receive to [m@zd.trendmicro.com](mailto:m@zd.trendmicro.com)
2. You will receive a response email with a link in it – you should click on the link which will take you to the Trend Micro website.
3. You will need to login with your email encryption credentials in order to read the content.

The link received is only valid for ten minutes. If you do not login and access the content within this time, you will need to send the email again to [m@zd.trendmicro.com](mailto:m@zd.trendmicro.com).