



Microsoft 365 Azure Information Protection FAQs

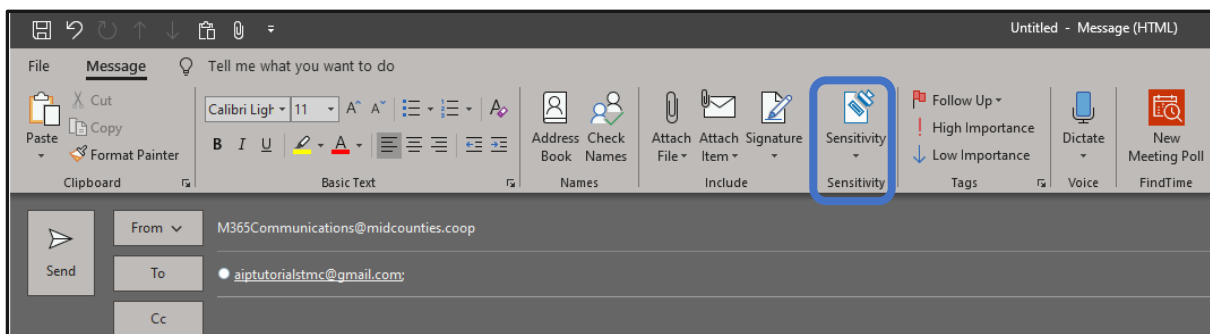
What is Azure Information Protection (AIP)?

AIP is a cloud-based solution that helps an organisation to classify and protect its documents. After a document or email is classified (e.g. Highly Confidential, Confidential etc.) it can be tracked, and data flows can be analysed to detect risky behaviours and take corrective measures.

Documents and emails can be classified automatically or manually when certain phrases are detected (triggered), such as Strictly Confidential, TMC Confidential or private information such as Credit Card and Passport numbers.

How do I know if AIP has been installed?

In your Office programs (Outlook, Word, Excel etc.) you will see a new icon in your Toolbar called Sensitivity.



I cannot see the Sensitivity icon on my Home tab, or in a new email

Ask your Data Protection Champion or their Deputy to log a ticket on ServiceNow for you.

When I click on the Sensitivity icon, I do not have a drop-down menu

Ask your Data Protection Champion or their Deputy to log a ticket on ServiceNow for you

What do each of the Sensitivity labels mean?

The below table gives an overview of each label including what it does and what triggers automatic labelling.

Label	Description	What it does	How it's triggered
Public	Business data that is specifically prepared and approved for public consumption	No Restrictions Protection removed, no header or watermark	Manual selection only
General	Business data that is not intended for public consumption. However, this can be shared with external partners, as required	No Restrictions Default label , Manual selection No Protection, header or watermark	Default label , or manual selection



Confidential	Sensitive business data that could cause damage to the business if shared with unauthorised people	Encrypted, permissions changed to authenticated users (Users that have logged in) header, no watermark	TMC Confidential, driving license, passport No, credit card, NI No. Manual selection
Highly Confidential External	Very sensitive business data that could cause damage to the business if shared with unauthorised people	Encrypted, permissions changed to authenticated users, TMC header and watermark	Highly confidential, strictly confidential, strictly private and confidential Manual selection
Highly Confidential Internal	Very sensitive business data that could cause damage to the business if shared with unauthorised people	Encrypted, permissions changed Midcounties Colleagues, TMC header and watermark	Highly confidential, strictly confidential, strictly private and confidential Manual Selection

I can't classify a password protected excel sheet

You will need to remove the password protection and allow AIP to classify automatically. This is its job and is working as expected.

I have sensitive content and the Auto labelling is not applying

Firstly, you will need to check if AutoSave is on. Look at the top left- hand corner of your title bar. If it is switch it off and then the document should automatically be applied.

I tried to send a Highly Confidential Internal email externally

You are not able to send an email labelled as Highly Confidential - Internal to an external recipient. You will need to either

- ◆ copy and paste the email and attachments into a new email and send as Highly Confidential – External by applying the correct label
- ◆ or forward on the original email with the correct label Highly Confidential - External

I tried to resend an email labelled Highly Confidential Internal to an external recipient through the undelivered email I received by using the Send Again Button, why couldn't I change see the Sensitivity icon to change the label?

The 'Send Again' button available within the blocked email message isn't currently configured to work with AIP. Follow the instructions above for 'I tried to send a Highly Confidential Internal email externally'.

I sent a protected email and the recipient can't open it

The recipient needs to click the 'open message' button and request a one-time passcode. Once this is entered, they will be able to open the document

I can't see the Sensitivity icon in Microsoft Visio or Projects

AIP isn't currently configured to work with both Visio and Projects, only the standard Microsoft Office programs.



What if I need further help or advice with AIP?

- ◆ Contact your Data Protection Champion – they have already been trialling AIP and may be able to offer advice (a full DPC contact list can be found on Colleague Connect and within the AIP Guide)
- ◆ Visit the AIP area on Colleague Connect where there will be an AIP Guide, video tutorials, and FAQs available from the start of rollout
- ◆ Ask your Data Protection Champion to email the AIP mailbox or raise a ticket in ServiceNow if neither of the above solves your issue