

# ESET Tech Center

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## How do I decrypt an email or document when DESlock+ is not installed?

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If you have received an email or a file which has been encrypted using DESlock+ and a password was used to encrypt it, the email or file can be decrypted using the DESlock+ Reader.

The DESlock+ Reader utility is available for Windows or Mac platforms and allows decryption of files or text that has been encrypted using a password. This allows data to be sent securely to users who are not using DESlock+.

The DESlock+ Reader can be downloaded here: [DESlock+ Reader](#)

Once the DESlock+ Reader has been downloaded, to decrypt some encrypted text, you will firstly need to run the DESlock+ Reader by double clicking the DESlock+ Reader icon which you will find on your desktop.



Once the Reader opens, you will need to highlight the encrypted text from the first '-' to the last '-' (as shown below) and copy it.



Now go to the DESlock+ Reader and paste the encrypted text into the window.



After pasting the encrypted text click the 'Decrypt' button.



At this point you will be prompted for the password which was set at the point of encryption, which should have been divulged to you by the person that sent you the email. Type the password and click 'OK'



The Decrypted text will then be displayed in the reader window and can be copied and pasted for your records.

To decrypt an attachment sent via an email, you will need to firstly drag the encrypted attachment from the email to the local machine. The desktop is a sufficient location for this purpose.



Once the encrypted attachment is on the desktop, simply drag it into the DESlock+ Reader window and you will be prompted to input the password used to encrypt it.



Upon typing the password used to encrypt the attachment (this is usually the same password used to encrypt the text), the attachment will be decrypted and placed on the desktop.

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