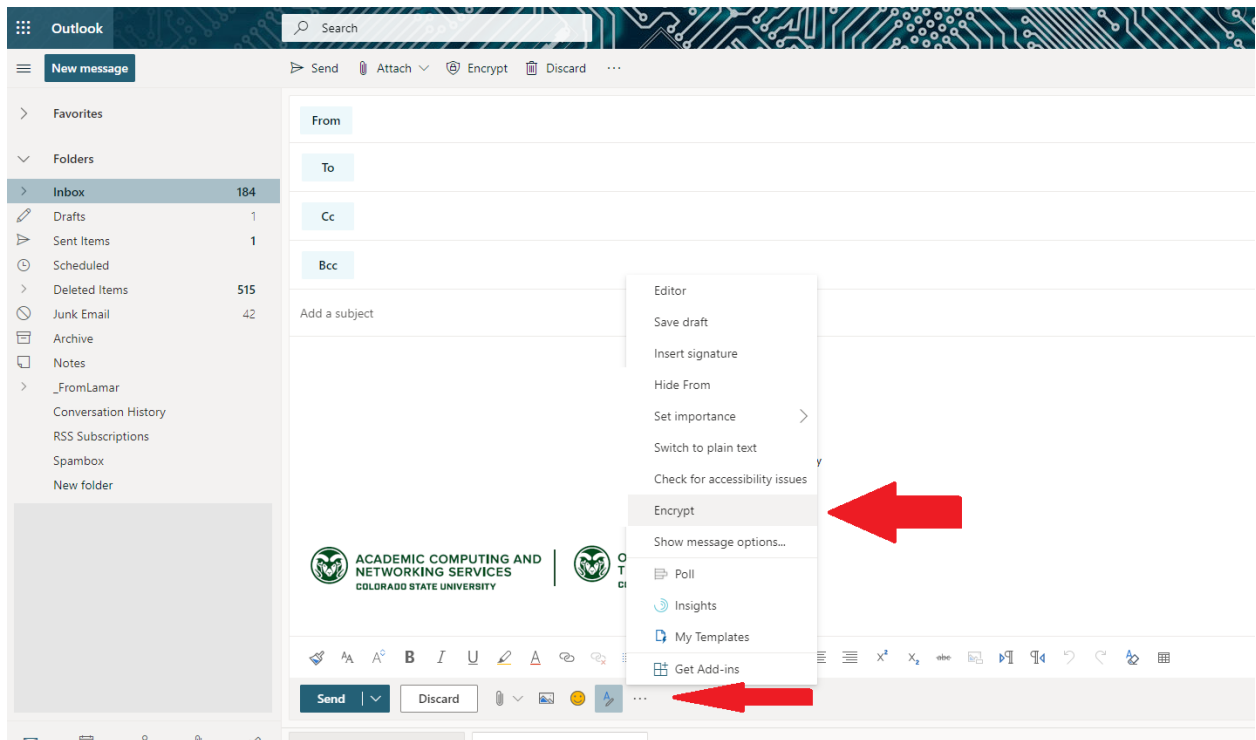


Microsoft 365 Email Encryption, Departmental IT Partners

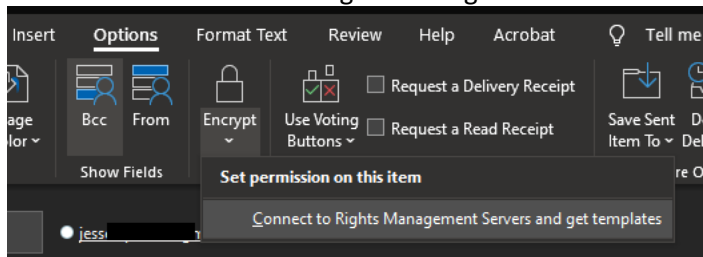
Frequently Asked Questions:

1. Does email encryption work on mobile devices?
 - a. The option is not available for mobile devices.

2. Can the user encrypt an email to which they are replying?
 - a. Yes. When using the desktop client, the process is the same as when encrypting the original email. Click reply, select **Options>Encryption**. When using the web client, first reply to the email, then click the on the ellipsis (the 3 dots "...") to the to access the encryption option, see screenshots below.



3. User receives “Connect to rights management servers and get templates” message. See image:



- a. Delete the user’s Outlook profile. Clear all stored credentials in Windows that look remotely related to O365 in the Credential Manager, then re-install user’s Outlook profile.

- b. If this doesn't work, delete and reinstall the Office Suite.
4. I received an internal server error after I attempted to authenticate with DUO. The server stops syncing after DUO/M365 is enabled. <http://help.mail.colostate.edu/duowitho365.aspx>.
 - a. If an iPhone/Mac user, see instructions embedded in screenshot below.
 - b. If an Android user, close Outlook and relaunch the service. You may need to authenticate again. If this did not work, remove the Microsoft suite and reinstall.

The screenshot shows a web browser window with the address bar displaying "help.mail.colostate.edu/duowitho365...". The page title is "help.mail.colostate.edu" and the Colorado State University logo is in the top right. A left-hand navigation menu lists various help topics under "Help.Mail", "Office 365", and "Exchange Resources". The main content area is titled "DUO for Office 365" and contains two articles. The first article, "Common 'Pain Points' When your Account is setup with Duo for Office 365", lists two issues: 1) iPhone or iPad stops syncing (with a resolution to remove and re-add the account), and 2) Android Mail app stops syncing (with a resolution to download Outlook for Android). The second article, "You are prompted to authenticate by multiple Microsoft applications", has a resolution to authenticate with each application individually.

5. User receives any other type of error message.
 - a. If using desktop client, it could be an error with the outlook install.
 - i. Delete the user's Outlook profile. Clear all stored credentials in Windows that look remotely related to O365 in the Credential Manager, then re-install user's Outlook profile.
 - ii. If this doesn't work, delete and reinstall the Office Suite.



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