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 access the encryption option, see screenshots below.

   ![Desktop Client](image1.png)
   ![Web Client](image2.png)

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.

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.