

State of Connecticut Executive Branch: Troubleshooting Opening a Message

I can't open an encrypted email message

If you can't open an encrypted email message, first check that you're connected to the internet. The easiest way to do this is to open a browser and connect to one of your favorite websites.

If you can connect to the internet without a problem, verify that you see a button in the encrypted email message that says Read the message. If this button isn't present, contact the original sender of the message.

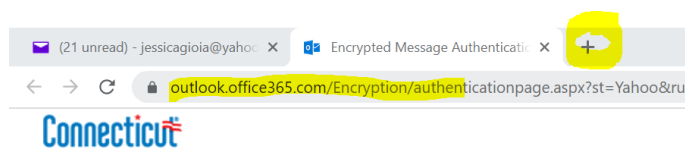
I am receiving "An error has occurred. We're sorry. An unknown error has occurred. Please try again later." Or "Sorry, we can't display your message right now. Something went wrong and your encrypted message couldn't be opened. Please try again by following the instructions in the original email message in 5 minutes."

In this case, try to sign out of all Microsoft Office programs on your device, sign out your Microsoft account in your browser, restart your computer, and try to authenticate again.

If you want to use an iOS/Android mobile device to read emails, be sure to install and use Outlook for Mobile. The native iOS email app doesn't support encrypted emails from Office 365.

Browser Tips if you are experiencing issues when you try to access the encrypted message

Chrome: If experiencing an authentication issue, try copying and pasting the link for the message in a new tab – don't open the message in the current tab you are on.



Edge: Hoover over the button and right click Open link in InPrivate window (this will still require you to go retrieve the code, but clears out things kept in cache).

