STRATA
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SECURE EMAIL TROUBLESHOOTING GUIDE
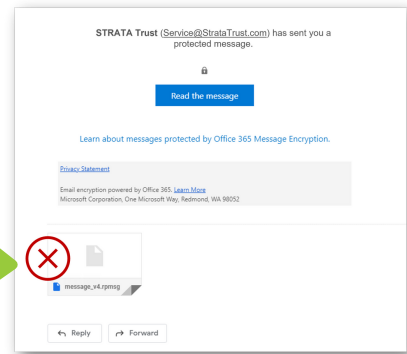
I DID NOT RECEIVE A ONE-TIME PASSCODE.

- Check your spam/junk email folders. This is a common culprit across email clients.
- If accessing through Outlook, log directly into Outlook Web Access:
  https://outlook.office.com

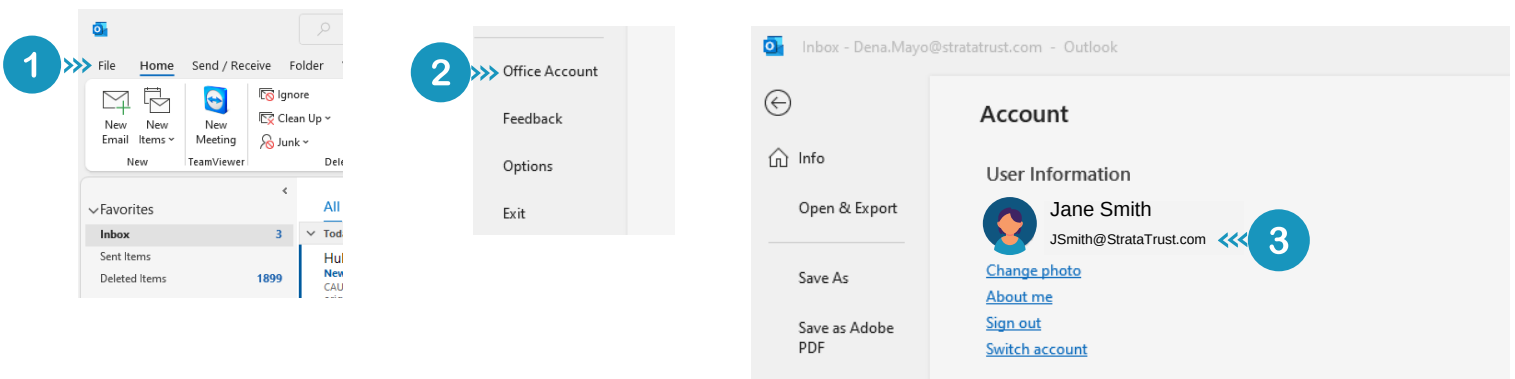## I CAN'T VIEW THE ATTACHMENT.

Click the "Read the message" link to view any attachments.

If you select the image preview, the file will not open in a readable/ viewable format because of the encryption protocol.

STRATA Trust (Service@StrataTrust.com) has sent you a protected message.

Read the message

Learn about messages protected by Office 365 Message Encryption.

Privacy Statement

Email encryption powered by Office 365. Learn More
Microsoft Corporation, One Microsoft Way, Redmond, WA 98052

message_v4.rpmsg

↩ Reply   → Forward

PROBLEMS LOGGING IN TO MICROSOFT 365?

When clicking "Read the message," Microsoft will attempt to connect to the Office 365 account that was logged into last. Verify the email address you are logged into Outlook with matches the email address the message is being sent to.

You can verify which Outlook account you are currently logged into by selecting File in the top left of the navigation pane (1), then selecting Office Account in the bottom left (2). The user information will then be displayed - verify the email address shown is the same email address that the secure message was sent to (3).

Account

User Information

Jane Smith
JSmith@StrataTrust.com

Change photo
About me
Sign out
Switch account

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HOW DO I CLEAR MY COOKIES?

If you have saved usernames/passwords it would be best to clear cookies before attempting to log into Microsoft 365 using https://outlook.office.com.

Chrome	Edge
In the top right of your web browser, click the menu to expand options.	In the top right corner of your web browser, click the menu to expand options.
1. Select More Tools	1. Select Settings
2. Select Clear Browsing Data	2. Select Privacy, Search, and Services
3. Select your desired time range, then check Cookies and Other Site Data	3. Under the Clear Browsing Data section, select Choose What to Clear. Check Cookies and Other Site Data
4. Select Clear Data	4. Select Clear Now

ADDITIONAL HELP

You can work with our Client Services Team to verify the one-time codes are working as expected. You may call us directly at 866-928-9394 or submit an online request.

Carve your own path to retirement.

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