



Installing and activating Virtru for Outlook Desktop

Before you can send and receive Virtru emails from Outlook, you'll need to install our Outlook add-in.

- [Installation](#)
- [Activation](#)
- [Reactivation](#)

Installation

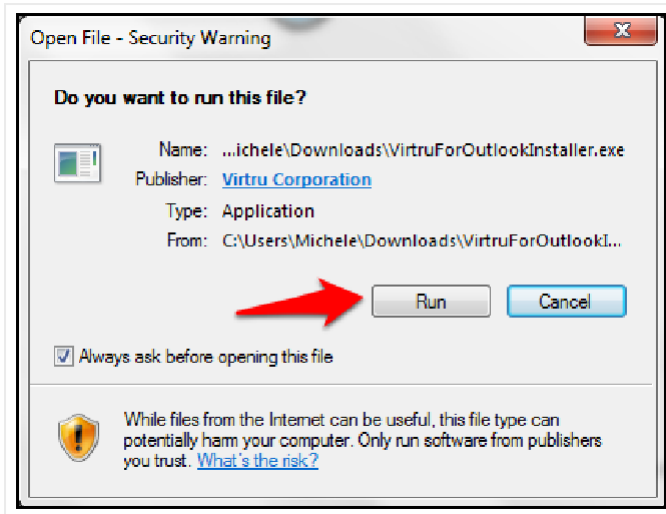
- Visit our [downloads page](#) on a PC; scroll down to "Virtru for Microsoft" and click "Download".



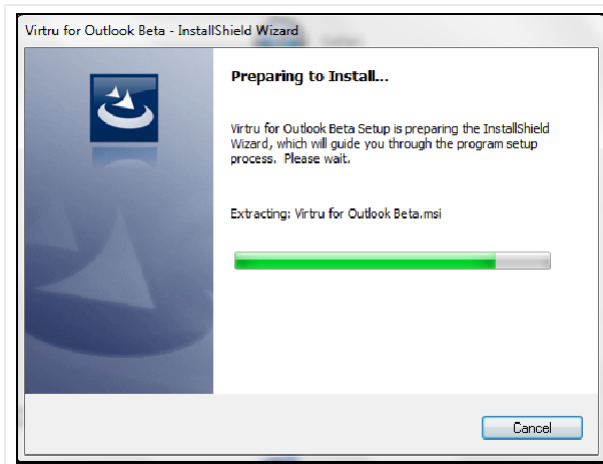
- Click to launch *VirtruForOutlookInstaller.msi*.



- When prompted, give your permission to run the installer by clicking "Run".

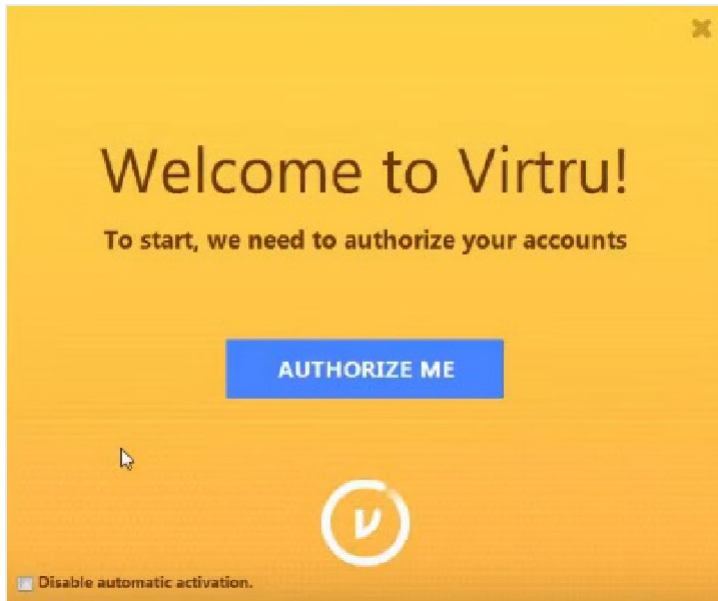


- The installation will run and launch Outlook automatically when complete.

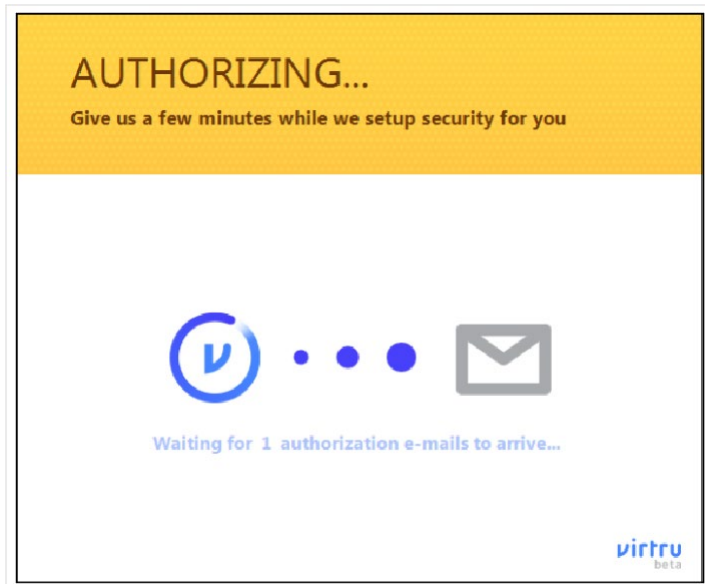


Activation

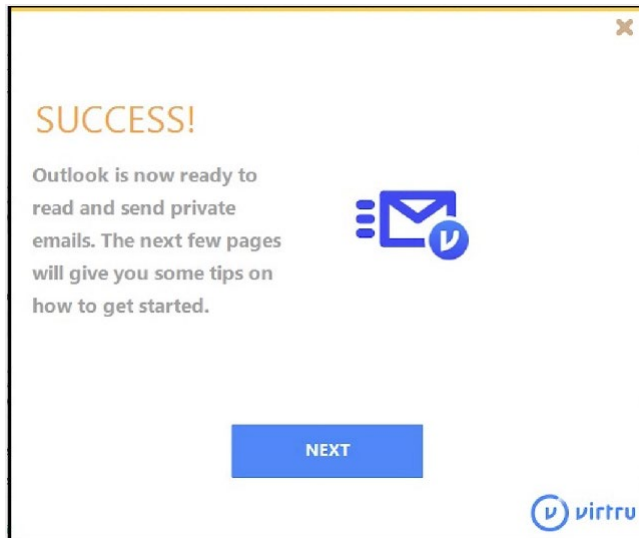
- Once Outlook opens, you'll be prompted to activate your Virtru add-in. Click "Authorize Me" to begin.



- During the activation process, we'll send an email to your address; your Virtru add-in will search for this email in your inbox.



- When the email is found, Virtru will automatically delete the email and complete activation. Click "Next" for a brief walkthrough of your the Virtru features.



- If your activation does not complete in a few minutes, please see the troubleshooting information [here](#).

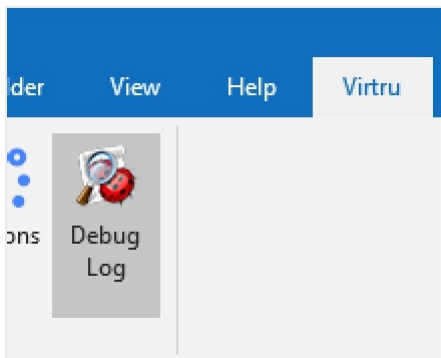
Reactivation

You may occasionally be required to reactivate your Virtru extension under the following circumstances:

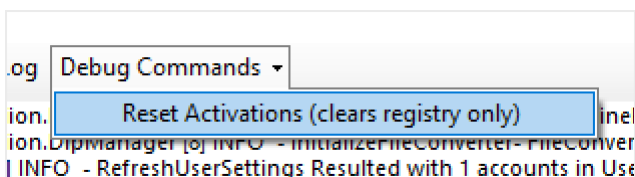
- You've cleared your registry
- Your Virtru activation status has expired and for security purposes, Virtru will invalidate your activation status every.
 - 120 days for users accessing their own mailboxes.
 - 10 days for users accessing shared or delegated mailboxes.

If you do need to reactivate, you can follow the steps above or the reactivation steps below.

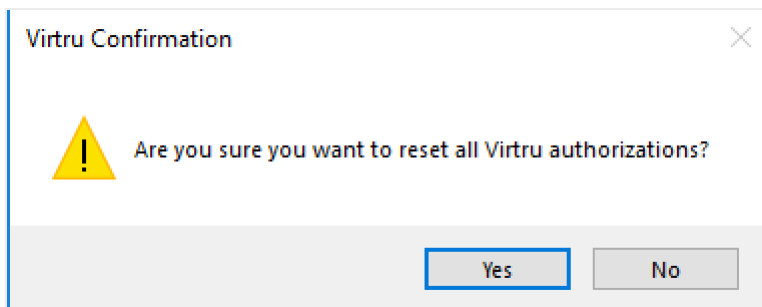
- Click on the Virtru tab at the top of your outlook window and select "Debug log"

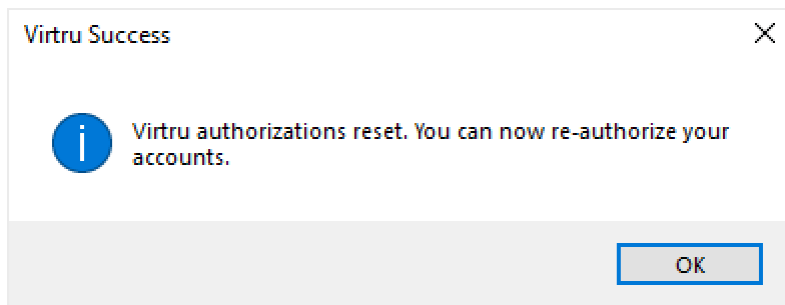


- Click on the "Debug Commands" tab and select the "reset registry" option



- Click "Yes" and then "Ok" to confirm the changes





- Click on "Authorize Accounts" in the Virtru tab to manually follow the authorization steps again (see [Activation](#) above)

