# What is Microsoft Outlook?

Outlook is a desktop and online application that allows you to organize your emails, calendars, contacts, tasks, and to-do lists, send or receive emails, and keep track of your appointments. It is available in two modes: an online version available through office.com and the Outlook 2016 and Outlook 365 desktop versions, which provide a wider selection of features.

# Is Microsoft Outlook Available for Use?

Yes

# Does National Service Desk offer Support for Microsoft Outlook?

Yes

# Is there Guidance and Training Available for Microsoft Outlook?

Yes

# What Information Classification does Microsoft Outlook fall under?

Protected B or Lower

# Information Categorization Tool

In order to ensure compatibility and continued collaboration with Government of Canada partners, all emails sent or received by employees who have migrated to Exchange Online now have a maximum message size limit of 25 MB.

# What are Quarantine guidelines for Microsoft Outlook?

Once your email has been migrated to the new Exchange Online (EXO) platform, you have the ability to review and release messages that have been placed in quarantine for various reasons. These reasons could include spam, suspicious attachments, emails received from unrecognized senders, known scams, and potential security threats. In some cases, however, emails that are completely safe may end up in quarantine and will need to be released into your inbox to view them.

If you have messages waiting for you in quarantine, you will receive an email from quarantine@messaging.microsoft.com indicating that you have emails to review. Quarantine notification messages are not sent immediately and can take up to 24 hours.

View your Quarantine here: Microsoft Security: Quarantine

Review information on reviewing and releasing quarantined emails.

Restricted file types/extensions quarantine

Personal email quarantine

Best practices

How do I check the quarantine belonging to a Shared General Delivery (GD) mailbox?

# Where can I learn more About ESDC's Exchange Online Email Migration?

Exchange Online is a secure, cloud-based email solution designed to bring all your M365 applications together in a real-time collaborative environment, enabling access to emails, tasks, contacts, notes, departmental resources, (e.g., meeting rooms) and appointments.

Email accounts and respective mailboxes, contacts, and calendars will migrate to the new Exchange Online cloud-based platform. Simply put, we are changing the location where your email is stored. You will continue to use your email as you do every day.

Digital tools on the M365 platform work better together. Migrating our email mailboxes to Exchange Online will make it possible to integrate email with M365 tools, such as Word, Excel, PowerPoint, Microsoft Teams, and OneDrive.

Benefit of increased availability by being able to access your emails using your government-issued devices from anywhere, anytime, without a network (VPN) connection.

# Exchange Online email Migration Frequently Asked Questions (FAQs)

As part of our journey towards a more modern, enabled and digital government, a key step will see employees' email inboxes migrate from our current, on-premises infrastructure to Microsoft's cloud-based e-mail, Exchange Online (EXO).

# What is Exchange Online?

You may be hearing the term Exchange Online and wondering what it is. The concept is very simple. Together, SSC and IITB are changing the location where ESDC 's corporate emails are stored. ESDC 's corporate email, including contacts, and calendars, will move from Government owned data centres to Microsoft 's Azure cloud service.

You now have two available methods for interacting with your email (no corporate network connection required):

From Outlook on your desktop; and

At Office.com using any ESDC issued device

# Why are we migrating email to Exchange Online?

Digital tools on the M365 platform work better together. Migrating our email mailboxes to Exchange Online will make it possible to integrate email with M365 tools, such as Word, Excel, PowerPoint, Microsoft Teams and OneDrive.

# When will the migration happen?

Migration to the Exchange Online platform will begin in Fall 2022.

Refer to the Migration Schedule (DOCX, 28 KB) to find out when your migration date will occur. This schedule will be continuously updated as the migration progresses, so check back often in case your migration date has changed.

You will receive a confirmation email letting you know that you have been successfully migrated. Please refer to any additional instructions or information shared at that time.

# Will I experience any email downtime because of the email migration?

No. If your Outlook mailbox was open during the migration, you will automatically be prompted to restart Outlook.

There may be a slightly longer interruption to your email service on your government-furnished smartphone as our technical team will be working on connecting your device to your new email location. This is expected to be completed the morning immediately following your mailbox migration.

You will receive a confirmation email once your mailbox has been migrated. Please refer to any additional instructions or information shared at that time.

# What should I do to get ready for the mailbox migration?

Make sure you read all emails related to the mailbox migration and take any actions that may apply to you.

# Should I clean up my mailbox before the email migration?

Email migration will happen behind the scenes and will have no impact on your day-to-day work. We recommend that you follow Information Management best practices and review Managing Your Email on iService.

# If I am a member of a distribution list, will I still be after migration?

Yes, if you were on a distribution list before migration, you will be on that same distribution list after migration.

# Will I be able to access my email during the mailbox migration?

Yes, and you will not lose any emails during the migration.

# How long will it take to migrate my mailbox?

The timing of the migration will not impact you and will be transparent. Once migrated successfully, you will be prompted to restart Outlook.

# I will be taking leave before the email migration. Will my email account still migrate automatically?

Yes, your email account will migrate automatically.

# Will I still be able to book a boardroom after the email migration?

Yes, you will still be able to book a boardroom after the email migration.

# What do I need to do to send or receive encrypted mail?

Nothing should change with respect to sending/receiving encrypted email.

# How are email accounts under Litigation Hold affected?

The Exchange Online migration will not affect mailboxes currently under litigation hold. These mailboxes will be migrated to the cloud using a special process that will retain all existing metadata.

# If I manage a functional account or service account, how will these migrate?

If the functional or service account is a departmental email account, it will migrate to the new Exchange Online platform and permissions will migrate over.

# Now that my mailbox is migrated, why do I have two new Calendars showing?

After your mailbox has been migrated to the cloud, you will automatically have two additional new calendars showing: Birthday and United States Holidays.

To remove them, please follow these steps:

Open Outlook on the Web.

Select Calendar on the left side of the screen.

Select the 3 dots beside the United States holiday and choose Remove.

To remove the Birthday Calendar while still in Outlook on the Web, select the Settings gear at the top right.

Select View all Outlook settings at the bottom of the window.

Select Calendar.

Under the View heading, scroll down until you see the option for a birthday calendar.

De-select the Turn on the birthday calendar option and select Save.

Close the Settings window.

# Quick Steps in Outlook

Quick Steps apply multiple actions at the same time to email messages. This helps you quickly manage your mailbox. For example, if you frequently move messages to a specific folder, you can use a Quick Step to move the message.

After your mailbox migration, your Quick Steps may need to be re-created.

Automate common or repetitive tasks with Quick Steps (microsoft.com)

Email Favorites in MS Outlook client

In the Outlook Email client, any Favorites that have been created may need to be re-added to the favourites list as they will not survive the migration to the cloud.

# Will my Outlook client be upgraded as part of the migration?

No. Your MS Outlook 2016 client will remain as is and will not be replaced.

As part of the separate M365 Applications for Enterprise (MAFE) project, your MS Office 2016 application suite will be upgraded to MS Office 365.

# Why do I have an Archive folder in Outlook post-migration?

The Archive folder is one of Outlook 's default folders, like the Inbox, Sent Items, and Deleted Items folders. This folder cannot be deleted. Moving email messages to this Archive folder does not reduce your mailbox size.

Microsoft recommends that you use the Archive feature to keep your Inbox clear of the message that you 've already answered or acted on. Think of the Archive as a file folder. You can store items in the Archive folder and still access them easily. You can also delete messages or move them to specific folders if that is more your style.

# Can you send an encrypted email while not connected to VPN?

One of the benefits of migrating email to the cloud is that you can work remotely without the use of VPN. When off-network (no VPN connection), attempting to send an encrypted and/or signed email message using your Entrust PKI will result in a Cannot Find Certificates error message being displayed. Outlook will be unable to locate the corresponding PKI certificate of the person to whom you are trying to send the message.

The workaround is to connect to the VPN to send encrypted and/or signed emails.

This applies to your Outlook email client and Outlook on the Web.

# What new features and functionality should I expect in Microsoft Outlook?

New features and functionality include:

No corporate (VPN) connection required

Now that your email has been migrated, you do not need to be connected to the corporate network to send and receive emails. Please ensure you perform the following actions:

Verify and test accessing your email using Outlook from your desktop by performing the following steps:

Close Outlook

Disconnect from your VPN

Restart Outlook and try sending and receiving email

You may receive a Send/Receive Error if your Outlook client is configured to connect to a Shared Calendar or Mailbox that remains on-prem and has not yet been migrated.

Verify and test accessing your email from Office.com by performing the following steps:

Ensure you are still disconnected from VPN

Use your web browser to navigate to office.com

If prompted, log in using your corporate email address and password.

Select the "App launcher" waffle in the top left-hand corner, and select the Outlook icon

Try sending and receiving email

Logout of Office.com

Reconnect to VPN

# Where can I review Microsoft Outlook Quarantine messages?

Once your email has been migrated to the new Exchange Online (EXO) platform, you have the ability to review and release messages that have been placed in quarantine for various reasons. These reasons could include spam, suspicious attachments, emails received from unrecognized senders, known scams, and potential security threats. In some cases, however, emails that are completely safe may end up in quarantine and will need to be released into your inbox to view them.

If you have messages waiting for you in quarantine, you will receive an email from quarantine@messaging.microsoft.com indicating that you have emails to review. Quarantine notification messages are not sent immediately and can take up to 24 hours.

Review information on reviewing and releasing quarantined emails.

View your Quarantine here: Microsoft Security: Quarantine

Restricted file types/extensions quarantine

Due to the enhanced security features used by EXO, emails sent to or received by employees who have migrated that contain certain file types/extensions as attachments will instead be quarantined without notification. This step will delay the release of those emails until IT Security is able to review and approve their release.

Unlike other emails without attachments that may be sent to quarantine for various reasons, employees will not receive a quarantine notification email from quarantine@messaging.microsoft.com indicating that they have emails containing restricted file types/extensions to review. The email sender will not receive a warning that their email was not immediately delivered. The intended recipient(s) will not receive the message until IT Security has reviewed and released it

Be aware that emails containing restricted file types/extensions that have been sent to quarantine cannot be released by the employee; they are flagged as malware. Those emails will not be visible to the employee if they review their own quarantine for that reason.

Additionally, emails containing restricted file types/extensions as attachments being sent to or received from the public or other Government of Canada (GoC) departments will be delayed pending review and release by IT Security.

Restricted file types/extensions list:

Note: This list is expected to evolve over time and contains file types/extensions that are common targets for bad actors.

.ACE, .ADE, .ADP, .ANI, .APP, .BAS, .BAT, .CHM, .CMD, .COM, .CPL, .CRT, .DOCM, .EXE, .HLP, .HT, .HTA, .INF, .INS, .ISP, .JAR, .JOB, .JS, .JSE, .LNK, .MDA, .MDB, .MDE, .MDZ, .MSC, .MSI, .MSP, .MST, .PCD, .PIF, .REG, .SCR, .SCT, .SHS, .URL, .VB, .VBE, .VBS, .WSC, .WSF, .WSH, ISO, .CAB, .JNLP, .PS1, .PS1XML, .PS2, .PS2XML, .PSC1, .PSC2, .MSH, .MSH1, .MSH2, .MSHXML, .MSH1XML, MSH2XML, .SCF, .APK, .IMG

# Is there added security in Microsoft Outlook concerning Personal email quarantine?

The EXO migration has also added a new layer of security that impacts employee ability to contact ESDC (e.g., Team Leaders, Managers, colleagues, or General Delivery mailboxes) using personal email addresses that are too similar to their work addresses.

Emails sent from a personal email address (e.g., john.doe@gmail.com) may be identified as a Mailbox Intelligence Impersonation and be quarantined because that address is too similar to an employee work email address (e.g., john.doe@hrsdc-rhdcc.gc.ca) . Those emails will be sent to an employee's personal quarantine portal and can be released by the employee.

Once an email has been released from quarantine and replied to, subsequent emails from that personal email address will not be quarantined again for that specific reason.

Employees should avoid using their personal email addresses to contact their Team Leaders or Managers.

Quarantine notification messages are not sent immediately and can take up to 24 hours before being sent.

Employees who need to urgently contact their Team Leader or Manager should use their work email, Microsoft Teams, or consider calling them on the phone instead.

Team Leaders and Managers should periodically check their quarantine manually throughout the day to ensure no urgent items are being held.

# What is Microsoft Outlook Best practices?

Employees should upload items to SharePoint Online and use links instead of attachments when sending emails to ESDC colleagues. This step will allow employees to continue to collaborate and share important files without disruption.

OneDrive should be used to store and share work-related personal information, not information of business value. Read the Discover the differences between SharePoint and OneDrive Intersection article to learn more.

Visit the OneDrive iService page for guidance regarding how to upload and share links to files stored in OneDrive.

SharePoint Online is ESDC 's corporate repository for information of business value or transitory information. It is a secure place where you can store, organize, share and access information that is Protected B or less from any department-issued device, including mobile devices.

Visit the SharePoint iService page for guidance regarding how to upload and share links to files stored in SharePoint.

If further assistance is required, submit a request to the National Service Desk.

# How do I check the quarantine belonging to a Shared General Delivery (GD) mailbox?

If a GD mailbox has emails that have been sent to quarantine, it will receive a notification message from quarantine@messaging.microsoft.com. Employees with the required permissions can check the GD mailbox's quarantine and review/release emails if needed.

To access the quarantine portal for a GD mailbox, do the following:

Visit https://security.microsoft.com/quarantine

Select Filter from the toolbar on the right-hand side

Enter the GD mailbox address into the Recipient address field

Select Apply

Any emails that have been sent to quarantine will be displayed and can be released after the employee/team has reviewed them, with the exception of those that have been flagged as High Confidence Phishing. To have those emails released, select Request Release so that they are flagged for IT Security to review.

Note: Quarantine notification messages are not sent immediately; it can take up to 24 hours before they are received. If the GD Box regularly receives emails that are time-sensitive, employees/teams should periodically check its quarantine manually throughout the day to ensure no urgent items are being held.

# What do I need to know about Junk Mail Folder Monitoring in Microsoft Outlook?

The Outlook Junk Email Filter doesn't stop the delivery of junk email messages but does the next best thing - it moves suspected spam to the Junk Email folder.

It's a good idea to regularly review messages in the Junk Email folder to check for legitimate messages that were incorrectly classified as junk. If you find a message that isn 't junk, drag it back to the Inbox or any folder. You can also mark the item as not junk by doing the following:

Select Home & Junk & Not Junk.

# What is Focused and Other tabs in your inbox (Outlook and webmail)?

If you access your inbox from the M365 Outlook web app after the email move, you will notice that your account has a new feature: the Focused inbox.

The Focused inbox feature separates your inbox into two tabs - Focused and Other. The feature sorts your incoming emails and puts your most important email messages under the Focused tab. At the same time, the rest remains easily accessible (but out of the way) under the Other tab. The Focused and Other tabs will appear at the top of your mailbox. You will be informed when an email appears in Other, and you can switch between tabs at any time to take a quick look.

# How can I turn off the Focused inbox feature in Microsoft Outlook?

You can disable the Focused inbox feature. From the M365 Outlook web app:

Select the Settings gear icon on the top ribbon; and

in the Settings pane move the Focused Inbox toggle to off.

# What is Microsoft Viva Daily Briefing & Welcome to Your Digest emails?

The daily briefing email from Microsoft Viva helps you control your calendar and plan your day more effectively. At the start of the workday, you will receive an email highlighting any relevant items that could help you better prepare for the day ahead. These items include; Prepare for Meetings, Manage Tasks, &amp; Make the Most of Focus Time.

Please note that Microsoft Viva extracts information from your email messages and your calendar and stores them in your M365 mailbox until they are consolidated into the briefing email. At no time is personal data accessible outside your M365 mailbox.

Twice a month, you will also receive a digest email that summarizes data about your work patterns and ways to improve them.

You will receive a digest email with suggestions to help you better understand your work patterns and improve your wellbeing and productivity. You can tell it's the digest email from Microsoft Viva when the subject line starts with "Your Digest" and the sender is viva-noreply@microsoft.com.

Digest emails include insights about some of the following work patterns:

Focus

Find ways to increase your focus hours, so you can accomplish deep work and unleash your creativity.

Wellbeing

See if you're getting a good balance between work and personal time, then find ways to disconnect and unwind after hours.

Network

See who's in your network and make sure you're keeping up with important contacts and relationships.

Collaboration

Get tips on how to plan your calendar, spend less time in low-quality meetings, and write more effective emails.

Team insights

If you're a team lead or manager with a Microsoft Viva Insights license, you'll also see insights about your team and suggestions on how to help improve or maintain your team's wellbeing and effectiveness. For more details about team insights, see Team insights. You can add or remove team members in Settings.

# Can I opt-out of Microsoft Outlook Daily Briefing and Digest emails?

To opt out of the daily briefing email and digest emails, open the email you receive from viva-noreply@microsoft.com, scroll to the bottom of the email, and select Unsubscribe. On the page that opens, select the answer you agree with most and select Submit.

# Is there an Outlook and Teams synchronization delay?

After your mailbox is migrated, items synchronized between Outlook and MS Teams (e.g., turning on/off Out of office messages) may take up to 48 hours to align.

# Why is my Outlook Desktop Client disconnected and showing Need Password?

Exchange Online, like all M365 applications and services, requires Multi-Factor Authentication (MFA). If you are prompted for MFA on your laptop or mobile smartphone and do not acknowledge the authentication prompt, your email client(s) will be disconnected.

This will result in the following expected behaviour:

In the Outlook client, the status bar will show Need Password, and you will not be able to send or receive email until you select the button labelled Type Exchange Password &amp; Connect in the Send/Receive tab of the ribbon toolbar. This will result in you being prompted for MFA.

# What is Microsoft 365 Groups in Outlook?

Groups in Microsoft 365 let you choose a set of people you wish to collaborate with and easily set up a collection of resources for those people to share. Resources such as a shared Outlook inbox, shared calendar, or a document library for collaborating on files.

You don 't have to worry about manually assigning permissions to all those resources because adding members to the group automatically gives them the permissions, they need to access your group 's tools.

Groups have the following roles:

Owners:

Group owners can add or remove members and have unique permissions, like the ability to delete conversations from the shared inbox or change different settings about the group. Group owners can rename the group, update the description or picture, and more

Members:

Members can access everything in the group but can't change group settings. By default, group members can invite guests to join your group

Guests:

Group guests are members who are from outside your organization

# Which kind of group should you create in Microsoft Outlook?

While you 're considering the options, it's important to remember that one size rarely fits all. Different teams may prefer to work in different ways, and Microsoft 365 has the tools to enable collaboration in whatever form your teams prefer.

If your team prefers to collaborate via email and needs a shared calendar: Create a Microsoft 365 Group in Outlook.

If your team wants to collaborate in a persistent chat environment or use embedded apps: Create a Microsoft Team.

M365 groups you create in Outlook will be listed in the Global Address List in the Address Book. As such, please follow the proper naming convention when naming them.

GD Mailboxes (Shared) and Shared Calendars

Will I still have access to shared mailboxes/calendars after the email migration?

Yes, you will still have access to shared mailboxes/calendars after the email migration.

# Why am I being prompted for credentials when trying to access my shared Microsoft Outlook General Delivery (GD) Mailbox?

After your mailbox has been migrated to Exchange Online, you may be prompted to enter credentials when trying to access a shared GD mailbox:

Long description

Sign in with your email address and computer (Windows password). Connectez-vous avec votre adresse courriel et votre mot de passe d 'ordinateur (Windows). Test-EXO-UATShared-1@labour-travail.gc.ca, Password / Mot de passe, Sign in / Connectez-vous

This prompt is displayed as the result of a shared GD mailbox being added as a secondary account in the same Outlook profile.

How to remove a shared GD mailbox that was added as a secondary account in the same Outlook profile.

In the main Outlook window (not an open e-mail), select the File ribbon menu

In the Account Information panel, select Account Settings and choose Account Settings from the drop-down menu.

In the Account Settings window, ensure the E-Mail tab is selected

Select the shared mailbox entry and select Remove, Select Yes and then Close

Restart Outlook and then proceed with the instructions on how to add a shared mailbox as an additional mailbox

How to add a shared GD mailbox as an additional mailbox in Outlook

In the main Outlook window (not an open e-mail), select the File ribbon menu

In the Account Information panel, select Account Settings and choose Account Settings from the drop-down menu.

In the Account Settings window, ensure the E-Mail tab is selected and select Change...

In the Change Account window, select the More Settings... button.

In the Microsoft Exchange window, select the Advanced tab and then choose the Add button.

In the Add Mailbox window, type the complete name of the mailbox to be added.

Select the sequence of OK buttons, then Next, Finish and Close.

# How do I access my email on the web?

You can access your email on the web at office.com

If prompted, log in using your corporate email address and password.

Select the "App launcher" waffle in the top left-hand corner and select the Outlook icon.

You are not required to use VPN but must use an ESDC-issued device

How do I add a GD (Shared) Mailbox in Outlook for the Web?

When logging into Outlook on the Web, your browser may not recognize any GD (Shared) mailboxes that may be linked to your primary mailbox. To add a GD (Shared) mailbox, so it displays under your primary mailbox in your Outlook for the Web interface, perform the following steps:

Log into Outlook on the Web via your web browser

For Exchange Online mailboxes, right-click Folders in the left pane, and then choose Add Shared Folder.

In the Add Shared Folder dialog box, type the name or email address of someone who has shared a mailbox with you, and then select Add or type the name of the shared mailbox you are a member of.

The shared mailbox displays in your Folder list in Outlook on the Web. You can expand or collapse the shared mailbox folders as you can with your primary mailbox. You can also remove the shared mailbox from your folder list. To remove it, right-click the shared mailbox and then select Remove Shared Folder.

To open a shared mailbox in a separate browser window using Outlook for the Web interface, perform the following steps

Log into Outlook on the Web via your web browser

On the Outlook on the Web navigation bar, select your name. A list will appear.

Select Open another mailbox.

Type the email address of the other mailbox that you want to open, and then select Open. Another Outlook on the web session will open in a separate window, allowing access to the mailbox.

Is message encryption/decryption supported in Outlook on the Web?

No. Entrust security certificates are not supported in Outlook Web Access in Exchange Online. This means that you will not be able to send or read encrypted email messages using Outlook on the Web.

# How do I configure Dark Mode in Outlook on the Web?

Dark Mode changes the default bright background colour in Outlook.com and Outlook on the Web to a darker colour, which is easier on the eyes in low-light environments or if you prefer less bright interfaces.

To enable Dark Mode:

From within Outlook on the Web, at the top of the page, select Settings.

Select the toggle next to Dark Mode to enable the setting.

Close the Settings panel and then close and re-open the browser for the setting to take effect.

Can I add Add-Ins in Outlook on the Web?

The usage of Add-Ins in Outlook desktop and Outlook on the Web clients has been disabled for security purposes. This follows the same policies that apply to the on-premises email services.

# How do I report a suspicious email using Outlook on the Web?

The Report Message functionality in Outlook on the Web allows you to report suspicious messages as well as manage how your Microsoft 365 email account treats these messages. This is very similar to the Report This e-mail button functionality in the Outlook desktop client.

To report an email as Junk or Phishing using Outlook on the Web, do the following steps:

Right-click on the suspicious email message.

Select Report and then choose either Report Junk or Report Phishing.

In the Thanks for Reporting pop-up messages, select Report.

# How will I access my email from Android or Apple (iOS) environments?

There will be no difference in how you access your mail on your Android or Apple device.

# Why am I being prompted to Re-enter my password on my mobile device when signing into Microsoft Outlook?

On your smartphone, once the security token used by your native email client has expired, you will receive a pop-up message asking you to re-enter your password. Please follow the instructions on Multi-Factor Authentication using email.

# How do I view a Shared Calendar on my mobile device?

Apple iPhone & iPad

Log into Outlook on the Web via your web browser

On the left side of the window, select the Calendar icon to switch to your calendars.

Check to see if the calendar that you would like to add to your smartphone is listed in the left pane. If it is, check whether the circle to its left is filled in with a checkmark. If it isn 't, select the circle. If it is, select it to remove the checkmark and then select it again to add it back.

If the shared calendar was not already listed in the left pane, select Add calendar followed by Add from directory. Search for the person/account who owns the calendar and select Add.

Check your iPhone/iPad 's Calendar app. It will take several minutes to sync. While waiting, select Calendars in the app and look for the shared calendar. Select it if there is no checkmark to its left. If you are not seeing the data after 30 minutes, try the process again, starting with step one.

If you 're seeing your shared calendars in your native iPhone or iPad calendar app, you 're done!

Android

Log into Outlook on the Web via your web browser

On the left side of the window, select the Calendar icon to switch to your calendars.

Check to see if the calendar you would like to add to your smartphone is listed in the left pane. If it is, check whether the circle to its left is filled in with a checkmark. If it isn 't, select the circle. If it is, select it to remove the checkmark and then select it again to add it back.

If the shared calendar was not already listed in the left pane, select Add calendar followed by Add from directory. Search for the person/account who owns the calendar and select Add.

Check your Android smartphone 's calendar app. It will take several minutes to sync. While waiting, select the 3 bars at the top left of the screen and select the EAS drop-down. Look for the shared calendar and select it if there is no checkmark to its left. If you are not seeing the data after 30 minutes, try the process again, starting with step one.

If you 're seeing your shared calendars in your native smartphone 's calendar app, you 're done!

# How do I set up my Microsoft Outlook email account on my ESDC-furnished device after the email migration?

Instructions for Android/Samsung users

Instructions for iOS (Apple) users

# How do I re-select my encryption and signing certificates on my ESDC-furnished device?

Instructions for Android/Samsung users

Instructions for iOS (Apple) users

# How do I re-create my Microsoft Outlook email signature on my ESDC-furnished device?

Instructions for Android/Samsung users

Instructions for iOS (Apple) users

Troubleshooting (Post Migration)

# Who do I contact if there are issues with my mailbox post migration?

ESDC is using MS teams channels to provide immediate support for inquiries that do not warrant the creation of a ticket with the National Service Desk (NSD). ESDC has used this approach successfully for the roll out of other M365 apps like MS Teams, OneNote, OneDrive, SharePoint Online, and Stream. Please see your pre and post-migration emails to obtain the Team channel details.

After 15 business days have passed post-migration, the Teams channel will be made Read-Only. For all issues new issues, a ticket will be required to be created through the National Service Desk (NSD).

# Why is my Outlook Desktop Client disconnected and showing Need Password?

Exchange Online, like all M365 applications and services, requires Multi-Factor Authentication (MFA). If you are prompted for MFA on your laptop or mobile smartphone and do not acknowledge the authentication prompt, your email client(s) will be disconnected.

That mistake will result in the following expected behaviour:

In the Outlook client, the status bar will show Need Password, and you will not be able to send or receive email until you select the button labeled Type Exchange Password &amp; Connect in the Send/Receive tab of the ribbon toolbar. This step will result in you being prompted for MFA.

# Why did I get the message The Microsoft Exchange Administrator has made a change that requires you quit and restart Outlook even though my email was not scheduled to migrate?

This message indicates that a mailbox you have permission to access or have mapped to your account has likely migrated to Exchange Online. This message is legitimate, and you can safely follow the advice.

# Outlook is displaying a message about autodiscover.dept.gc.ca asking me to “Allow” or & “Cancel/Deny”. What should I do?

Select the box that says:

Don't ask me about this website again (Windows Outlook).

Always use my response for this server (Mac Outlook).

Select the Allow button.

Outlook seems slow after migrating to Exchange Online. What should I do?

Ensure that your Cached Exchange Mode is enabled in Outlook. To confirm the setting is enabled, follow the steps below.

Open Outlook.

In the top left corner of Outlook, Select the File tab.

Select Info.

Select the Account Settings, and then Select below Account Settings...

In the next panel, under the e-mail tab, Select your @dept.gc.ca mailbox, and then Select the Change button.

Ensure that Use Cached Exchange Mode is selected and that the sliding bar is moved All the way to the right to cache the entire mailbox.

Select the Next button.

Select the Finish button.

# Calendar sharing is not working as expected. What should I do?

Shared calendars between migrated and non-migrated email accounts may not function as expected.

You may have limited ability to see the full details of a shared calendar, instead seeing only free/busy information.

This issue will resolve after the email accounts migrate to Exchange Online.

# Why am I getting error messages when sending email From or To a GD mailbox?

To avoid errors in sending email FROM your GD mailbox OR sending emails TO a GD mailbox, please follow the instructions from one (or both) of the following scenarios:

If you receive an error message when sending email from your GD mailbox, follow these instructions.

If you receive an error message when sending email to a GD mailbox, follow these instructions.

# Why is & “Send as” or & “Send on Behalf of” not working on my shared mailbox?

If mailboxes that you have permissions to access are migrated either before or after your primary mailbox is migrated, be prepared for your Send as or Send on Behalf of rights to be temporarily unavailable after your migration.

Additionally, you may receive the following MailTip: “We can 't show MailTips right now.”

You will retain full mailbox rights for all mailboxes, and suspension of your Send on Behalf of rights is only temporary and will be available again when all affected email accounts are migrated to EXO.

# Why are my emails not being delivered to a Distribution Group?

From Outlook on your desktop, you will need to clear previously used distribution group names (containing @hrdc-drhc.net email addresses) that appear when you start typing in the To, Cc, and Bcc fields of a new email in Outlook. Consult instructions on clearing group names from your AutoComplete list.

# My Outlook Folder Rules have stopped working post-migration

After your mailbox has been migrated to Exchange Online, you may experience that some of your Folder Rules in Outlook are not working. If this is the case, you will need to re-create the ones that are not working properly.

# How do I change the language settings for Microsoft 365 Online (Office.com), Outlook on the Web, and related email messages from Microsoft?

Microsoft 365 Online (Office.com portal)

Suppose you would like to change the display language for all Microsoft 365 applications accessible through the Office.com portal (including the Security &amp; Compliance (Quarantine) M365 Defender website). In that case, you can follow the instructions to Change language preference for Microsoft 365 on Peoplesoft

Outlook on the Web (outlook.office.com)

To change the default language when using Outlook on the Web, please follow these instructions:

Go to https://outlook.office.com/mail/options/general/timeAndLanguage/regional

Select English (Canada) from the Language dropdown list.

# M365 Apps for Enterprise Desktop (MAFE) Clients

To change the display language of the default folders in the Microsoft Outlook desktop client (e.g., Inbox, Sent Items, Deleted Items, Outbox, Archive, Junk Mail), please do the following:

Open the Windows Start Menu found in the bottom left-hand corner of your screen and type Office Language Preferences. Select Open.

In the Microsoft Office Language Preferences window, select the language you want and then Set as Preferred. Select OK.

You will need to restart Office for the change to take effect.

Long description

Microsoft Office Language Preferences Change, Please restart Office so that your language changes can take effect. OK.

Note: By default, Office is set to match the Windows display language.

# More about language settings:

Changing your display language doesn't affect the language settings for anyone else. If other people use the same computer, their display language is determined by their own Microsoft 365 settings.

You also set a display language when you sign into Outlook on the web for the first time. However, the Microsoft 365 language setting overrides the setting in Outlook on the web if they're different.

The following Microsoft web applications currently use the display language set on this page: Outlook on the Web, SharePoint in Microsoft 365, OneDrive for work or school, Excel, OneNote, PowerPoint, Word, Visio, Delve, MyAnalytics, Bookings, Calendar, People, Admin Center, and Office.com.

After you select a new display language, it may take up to 24 hours to change in the following Microsoft web applications: SharePoint in Microsoft 365, OneDrive for work or school, Excel, OneNote, PowerPoint, Word, Visio, Delve, and MyAnalytics.

# Outlook is displaying an error message: "AADSTS90019: No tenant-identifying information found in either the request or implied by any provided credentials". What should I do?

After your mailbox has been migrated to Exchange Online, you will now be required to go through the Single Sign On (SSO) and the Multi-Factor Authentication (MFA) process from time to time to open Outlook.

When signing in, you may receive the following error: “AADSTS90019: No tenant-identifying information found in either the request or implied by any provided credentials”.

This error is displayed when you attempt to sign in with the wrong username.

In the sign in window, please select your Work or school account and make sure your full work email address is displayed.

If you see your first name.lastname as the username, please select Sign in with another account.

Then, enter your full work email address and password, and answer the MFA challenge.

# How do I Access Microsoft Outlook?

You can access Outlook on the Web, Outlook 2016 (Desktop) and Outlook 365 (Desktop) in any of the following ways:

Accessing Outlook on the Web

Visit office.com, select the App launcher waffle in the top left-hand corner, and select the Outlook icon.

You may be required to sign in using your ESDC credentials if this is your first-time accessing Microsoft 365.

# How do I Open Outlook 2016 (Desktop) or Outlook 365 (Desktop)?

Select the Microsoft Windows icon visible on the bottom left corner of the desktop toolbar.

Apps will be arranged alphabetically in a scroll bar menu, scroll down to the & section and select the Outlook application to open either Outlook 2016, or Outlook 365, depending on the version available.

# What are Restrictions for Microsoft Outlook?

You can only access Outlook and M365 in the following ways:

On a managed government furnished laptop or tablet

On a managed government furnished mobile phone that can access work email

On a personal laptop connected to AppGate

On a personal laptop connected to the Secure Access Virtual Environment - Desktop (SAVE-D)

Exception: Employees, external attendees, and business partners without Microsoft 365 accounts will still be able to participate in Teams meetings up to Protected B as an external attendee using any device. However, to do so, they will need to have been sent a Teams meeting invite from an ESDC employee or have forwarded such a meeting invite to their device. Attendees must be clearly identified before meetings start to ensure Protected information is only being shared with the appropriate parties.

Visit the Restricted Devices page for more information.

# Why is Outlook asking if I want to delete everything in the Deleted Items folder when I close it?

If you close Outlook and have deleted emails, it will prompt you with the message: you want to permanently delete everything in the Deleted Items folder for all accounts?

Select Yes if you wish to delete the items or No if you wish to leave the emails there. This step is normal behavior.

# Why is Microsoft Outlook slow or taking a long time to load emails (including using a Shared Mailbox)?

Slower Outlook behavior can often be attributed to temporary network performance or Exchange infrastructure issues. However, it could also be because Cached Exchange Mode might not be enabled. Please refer to the following guides:

# Why are Outlook Meeting Default End Times Are Different from Outlook 2016?

On the desktop version of Outlook 365, when selecting New Meeting, the meeting 's end time is 5 minutes earlier for a 30-minute meeting (25 minutes) and 10 minutes earlier for a 60-minute meeting (50 minutes). This process is a Microsoft default and recommended best practice.

You can still update the end time to whatever you wish (back to 30 or 60 minutes or something else).

Note: Outlook on the Web 's new Even meetings are not affected by this change, and the previously standard 30 and 60 minutes remain.

Also, if instead you select New Teams Meeting, there is no specified start time - it begins at midnight - make sure to update to the correct start and finish time you desire.

# What is Outlook 2016 - Frequently Asked Questions?

For guidance, frequently asked questions, as well as tips and tricks, visit the Outlook 2016 page.

# Where can I access Microsoft Outlook Training?

Disclaimer: The guidance and resources below are hosted by Microsoft and will include additional learning paths or hyperlinks. Once you have reviewed the guidance offered below, return to this page to ensure that you consult approved ESDC learning resources.

For short video tutorials on key features in Outlook on the Web, visit Microsoft 's Get to know Outlook on the web video training page. You will find tutorials on everything in Outlook, including the basics, organizing your inbox, signatures, automatic replies, and scheduling appointments.

Below you will find a reading list to help you get started using Outlook on the Web and Outlook 365 (Desktop).

Outlook Quick Start

Create and send email

Manage calendar and contacts

Collaborate

Create and send email

Welcome to your email

Create, send and reply to an email

Create an email signature

Send and receive attachments

Recall or replace a sent email

Manage email

Set-up auto-reply (out of office)

Search and filter email

Ignore email conversations

Clean up your inbox

Organise your inbox

Set categories, flags, reminders, or colors

Organize email by using folders

Set up rules

Contacts and tasks in Outlook

Add a contact

Create a contact group

Create tasks and a to-do list

Outlook Calendar

Welcome to your calendar

Create appointments and meetings

Schedule an online meeting

Share your calendar

Import calendars

Search for calendar items

Use calendar categories and reminders

Outlook 365 (Desktop)

Share to Teams from Outlook

End meetings early or start late

Schedule a Teams meeting from Outlook

Dictate your emails in Outlook

Open Immersive Reader for Outlook

Prevent forwarding of a meeting

Use @mentions to get someone's attention

Translator for Outlook

Dark mode in Outlook.com and Outlook on the web

Focused Inbox for Outlook

# Where can I access Government of Canada Training?

Microsoft is also hosting online training sessions in English and French for Government of Canada employees and hosted on GCcollab. These aim to help build the skills needed to support the adoption of Outlook.

In addition to live training sessions, GCcollab offers training products by application and learning materials by type, including guidance on Accessibility within Outlook.

# What are Information Management Best Practices for Microsoft Outlook?

For advice and guidance on managing information, refer to Information Management.

For more information on managing your emails, please visit the Manage Emails page.

For more information-on-Information Management (IM) Leads and their respective branches, please visit ESDC Information Management - IM Leads / Brokers - (sharepoint.com).

# What Information Classification does Microsoft Outlook fall under?

ESDC received Protected B certification for selected M365 applications.

Before using an M365 application for Protected B information, refer to the interim guidance.

# Where can I access Technical Support for Microsoft Outlook?

All requests for Microsoft 365 technical support should be submitted to the National Service Desk (NSD).

This includes, but is not limited to issues related to:

Login or access

Applications not working properly

File syncing

Audio and video

# Where can I access Non-Technical Support for Microsoft Outlook?

The Microsoft 365 Community of Practice is a group of more than 500 employees at ESDC. It includes a sub-community of volunteer Super Users that can help you and your colleagues learn to use Outlook and other applications.

This includes, but is not limited to:

Training and learning

Demonstrations

Non-technical assistance with M365 features

Connect with them by asking a question about Outlook in the Microsoft 365 Help team.