# Harmon.ie

Some users have reported harmon.ie disappearing from their Outlook toolbar. When Outlook is having difficulty loading, it may deactivate some applications such as harmon.ie. Please see harmon.ie's troubleshooting information below to help resolve the issue.

# What is Microsoft harmon.ie?

harmon.ie is an Outlook sidebar that provides easy access to the content of several Microsoft Office 365 (M365) tools (SharePoint Online, OneDrive, and Microsoft Teams). All from one central location.

Users can effortlessly access and share important emails and documents stored on SharePoint Online, collaborate on centrally stored documents, and post emails and attachments to Microsoft Teams, SharePoint Online and OneDrive from the convenience of their Outlook inbox.

harmon.ie does not work with SharePoint 2010, SharePoint 2016, or shared drives.

harmon.ie helps you perform information management (IM) easily:

It captures metadata from your emails (To, From, etc.) that are saved to M365 using harmon.ie.

It allows users to search for files and emails across multiple repositories (SharePoint Online, Microsoft Teams, and personal OneDrive space).

Document security is improved through the use of links rather than attachments.

It allows version control - email recipients will be able to see the most recent version of the document when it is linked instead of attached.

# When was ESDC's harmon.ie Implemented?

The Pilot phase of the harmon.ie implementation project was completed in Spring 2022 and a national deployment strategy is currently being prepared. Please continue checking in to the harmon.ie iService page for updates.

Further information on harmon.ie is available at the links below:

Watch 'National Series on Transformation - Email done right with harmon.ie!'

harmon.ie Demonstration Video

If you are interested in being a harmon.ie user, you can assess whether harmon.ie is right for you and your team by taking the harmon.ie quiz; Are you ready for harmon.ie? If you and your team meet the criteria in the harmon.ie quiz, Please proceed to the harmon.ie Start-Up Guide.

If the checklist results show that you are not ready for harmon.ie, reach out to your IM Lead or Broker. They will provide you with the most recent information on your Branch or Region's IM program and/or connect you with a departmental IM resource to see how you can prepare.

# How is harmon.ie different from Microsoft 365?

harmon.ie creates a portal between Microsoft Outlook and Microsoft 365 (M365) applications. It provides quick access to the M365 repositories used by ESDC (SharePoint Online, Microsoft Teams, and OneDrive).

# Where can I learn more about M365 and what harmon.ie connects to?

To learn more about M365 functionality with harmon.ie, visit the harmon.ie user guide on iService or watch any of the ESDC M365 learning playlists! M365 Community of Practice learning playlists!

SharePoint Online

Microsoft Teams

OneDrive

# Where can I find training for harmon.ie?

harmon.ie training is provided in a series of videos and accompanying harmon.ie user guide. If you are looking for further guidance, contact your IM Lead/Broker for expert advice on managing information with harmon.ie and how to effectively manage your email.

# Does harmon.ie connect to SharePoint 2010 or 2016?

ESDC is moving towards M365/cloud-based repositories (SharePoint Online, Microsoft Teams and OneDrive) harmon.ie does not connect to SharePoint 2010 or SharePoint 2016 sites.

# Does harmon.ie connect to Secret SharePoint?

Sensitive Document Collaboration Service (SDCS) sites cannot be used with harmon.ie. These sites are configured differently (highly secured) and cannot be added to the harmon.ie side bar.

# Does harmon.ie connect to GCdocs?

harmon.ie does not connect to GCdocs. harmon.ie can only connect to the M365 repositories used by ESDC (SharePoint Online, Microsoft Teams, and OneDrive).

# Does harmon.ie connect to network drives?

harmon.ie can only connect to M365 applications (SharePoint Online, Microsoft Teams, and OneDrive) and, therefore, cannot be configured to connect to shared drives. harmon.ie does let you transfer your files from your Shared Drive to SharePoint Online, Microsoft Teams and OneDrive. To review this process, please consult the harmon.ie user guide and accompanying learning videos.

# Does harmon.ie connect to Outlook Online?

harmon.ie works with the Outlook desktop application only; the browser (Edge) version of Outlook does not have access to harmon.ie. harmon.ie users will only be able to see the harmon.ie pane from the desktop version of Outlook.

# Does harmon.ie work with general delivery or shared mailboxes?

harmon.ie enables you to work with your Outlook general delivery or shared mailboxes and provides the same unified functionally it provides for individual employee Outlook accounts. For more guidance, please refer to harmon.ie for general delivery or shared mailboxes (PDF, 655 KB).

# Can I use encrypted emails with harmon.ie?

The use of harmon.ie (or any other tool) does not negate the requirement to follow current processes and guidelines for saving and sending encrypted emails.

All existing ESDC guidelines for the safe handling of information must be followed.

Protected B email must be unencrypted before being stored in the appropriate corporate repository to ensure that is accessible to others with a need to know. For more information on storing information up to Protected B in M365, please refer to Protected B information in M365: Guidance

Protected C, Confidential, and Secret information is to be stored in Sensitive Document Collaboration Service (SDCS) and is not to be shared or accessed from Outlook or harmon.ie.

To know more on information categorization and the appropriate ways of handling sensitive information, refer to the Information Categorization Tool.

# How to avoid saving phishing emails in harmon.ie?

Spam and phishing are two types of emails, which are widely used by cyber criminals to compromise personal or business information for the purposes of fraud or theft. Do not store, share, or save phishing emails using harmon.ie to the M365 repositories (SharePoint Online, Microsoft Teams, and OneDrive). Follow approved procedures on Cyber Security: Phishing and Spam and visit the harmon.ie Guidance on Reporting Phishing and Spam Emails for more guidance on harmon.ie and phishing email.

# How does email versioning and harmon.ie work together?

harmon.ie connects to SharePoint Online. If the SharePoint Online site has versioning enabled, versioning will work as intended when dragging and dropping or copying and pasting an email to that site. If the file, you are adding to your SharePoint Online site with version control has the same title to an equivalent file a new version will be added. To learn more about version control and harmon.ie please refer to the harmon.ie how to guide and/or educational videos.

# How do I add a SharePoint Online or Microsoft Teams library in harmon.ie?

Adding SharePoint Online and Microsoft Teams libraries to your harmon.ie sidebar is an extremely useful way to access your libraries, documents, share information and quickly store incoming and outgoing emails.

To add a SharePoint or Microsoft Teams library, refer to our short educational videos or the harmon.ie user guide.

# Can users rename documents in SharePoint Online, Microsoft Teams and OneDrive using harmon.ie?

harmon.ie allows users to rename documents stored in SharePoint Online, Microsoft Teams and OneDrive by right clicking on the document and selecting rename.

Note: This will automatically rename the file in the repository the document is being held.

# How does sharing links in harmon.ie work?

Sharing links allows recipients to access files from the source location where they have been saved. It minimizes the presence of multiple copies saved in various repositories and libraries, which can create confusion.

When sharing links in harmon.ie, consider to whom you would like to provide access to the item you are sharing and the type of access you wish to provide.

Please review the many ways to share, send and collaborate with information using harmon.ie by referring to the harmon.ie user guide or for visual learners, refer to our short educational videos.

The benefits of sharing links include:

Avoiding the creation of multiple versions;

Saving space within your Outlook;

Using links makes it clear to the recipients that the information of business value is available in a corporate repository.

# How do you control document access in harmon.ie?

Permissions to access documents using harmon.ie depend on permissions provided in the M365 repositories and sites. With harmon.ie, you can set permissions by sending a link to a specific file and choose the level of access required.

To learn more about how permissions work with harmon.ie, visit the harmon.ie user guide or for visual learners, refer to our short educational videos.

# How can email attachments be accessed in SharePoint Online using harmon.ie?

Emails with attachments stored using the harmon.ie sidebar can be accessed by opening the email with the attachment directly from the harmon.ie side bar in the location that the email has been saved.

# Are emails or attachments saved using harmon.ie accessible another way?

Email attachments that are saved using the harmon.ie sidebar is accessible in the location the information to which they were saved. For example, saving an email in SharePoint Online using the harmon.ie sidebar stores the file in SharePoint Online; therefore, the email is now accessible within SharePoint Online.

# Can I search for documents using harmon.ie?

harmon.ie allows you to search for content in SharePoint Online, Microsoft Teams and OneDrive directly from your Outlook sidebar. Users can choose the column in which they wish to search. The default columns you can search in are author, file name, file extension, title, and size. Selecting the scope of your search, including the current folder, library, list, team, site, all locations, etc. will help to refine search results.

Search results are displayed in the sidebar's document list. The sidebar sorts the matching items in order of relevance, as defined by SharePoint Online.

The search results are limited to the most relevant 400 items.

Note: When searching all content, information in SharePoint Online that are open by design will show in search results. Information stored in OneDrive is closed by default to the owner and only the individuals with permissions to information stored in OneDrive will see documents in their search results.

To learn more about how search works in harmon.ie please view the harmon.ie user guide. For more information, visit information stored in OneDrive and information management on iService.

# Can I move emails that are under litigation hold from Outlook to SPO via harmon.ie?

At this time, harmon.ie is not compliant with Litigation Hold requirements. Please do not use harmon.ie to move information subject to litigation hold as it must remain in place to ensure proper preservation.

Visit the Litigation Readiness and Discovery Management SharePoint site for more information on litigation holds

# Does harmon.ie affect Access to Information and Privacy requests?

harmon.ie does not affect Access to information and privacy (ATIP) requests. For information on ATIP, please visit Access to Information and Privacy (ATIP)orATIP Operations Division, e-mail at nc-comm-atip-aiprp-gd@hrsdc-rhdcc.gc.cafor advice and guidance.

# Can I save/ store PST files using harmon.ie?

PST Files should not be stored or saved using harmon.ie. To learn more about PST files please visit Outlook - PST Archive files.

# What is Document ID and why is it important for harmon.ie?

A Document ID (DocID) is an alphanumerical identification (ID) which uniquely identifies and sorts documents in SharePoint Online. harmon.ie uses DocID instead of URL links to ensure links created to documents continue to function even if you have renamed a document or moved it to a different location.

# Can retention and disposition periods be applied via harmon.ie?

harmon.ie does not apply retention and disposition but works as a connector to your M365 repositories.

To learn about retention and disposition, please visit Retention and Disposition Schedule at ESDC - PLACER Project.

# How are language settings configured in harmon.ie?

harmon.ie has been configured to match your Outlook language settings and the Microsoft 365 repositories in the harmon.ie sidebar have been configured to match your PeopleSoft language settings.

# Can I change the 'format/Font' used by harmon.ie when it automatically replaces the attachment with a link?

The format of links created by harmon.ie are controlled by your Outlook settings. These settings can be personalized through the Signatures and Stationary pop-up box as follows:

Select 'File' from the Outlook RibbonSelect 'Options'

Select 'Mail' and then 'Stationary and Fonts'

From the 'Signatures and Stationary' options box, you can set the default several default standard fonts for sending and replying to emails.

If you select the 'Theme' button, you can apply various font settings at once including hyperlinks. Then select 'Ok'.

# Can I turn off the deletion option when I drag and drop emails from my Outlook inbox to SharePoint Online/Teams/OneDrive using the harmon.ie sidebar?

No. harmon.ie has been configured to delete emails from your inbox when they are dragged and dropped to the harmon.ie sidebar. The option cannot be turned off on an individual basis.

Once information is dragged to a new M365 location, it will be searchable to you and anyone who has access to that location using the harmon.ie search functions. You are also able to send an email in its original format directly from harmon.ie.

Note that emails dragged from your Sent and Deleted items will not be deleted when you drag and drop into the harmon.ie sidebar.

# What is Email Correspondence View?

Document libraries associated with Microsoft Teams and SharePoint Online sites were updated to provide additional views for emails saved to these libraries using harmon.ie. The Email Correspondence view shows the metadata captured whenever emails are saved to a document library (i.e. To, From, Subject).

# Why am I having connectivity issues with harmon.ie?

harmon.ie is dependent upon M365 and ESDC's network. Users must be connected to M365 and ESDC's network to ensure connectivity. If you are having connectivity issues, try reconnecting to the ESDC network and/or rebooting your computer.

# Does harmon.ie require Multi Factor Authentication (MFA)?

harmon.ie is connected to M365 repositories and, therefore, requires Multi factor Authentication (MFA). harmon.ie may trigger MFA authentication, this is not a harmon.ie error.

If you are experiencing any of the following in your harmon.ie sidebar, it may be related to MFA:

your OneDrive location is suddenly missing

your Microsoft Teams are missing

your SharePoint sites will not open and an error message appears

To resolve:

As a general habit, ensure you always open Microsoft Teams and OneDrive BEFORE starting Outlook and the harmon.ie sidebarto trigger authentication if required.

If you are experiencing the above issues, closing the harmon.ie pane and Outlook once or twice may resolve the issue.

Restart your PC or simply leaving the issue to resolve itself with a bit of time sometimes works.

Please note: This is an issue with harmon.ie 9.1 (pilot version).

For more information on MFA, please see Multi-Factor Authentication Implementation.

# Why am I not seeing my SharePoint Online/Microsoft Teams/OneDrive folders or libraries in harmon.ie?

harmon.ie is dependent on M365 applications and as a result, connectivity issues may be attributed to a failed connection to the ESDC network. Please verify if you are connected to the network or if you need to perform MFA authentication.

# Why isn't my document showing in the Recent location?

Documents recently accessed within harmon.ie can take up to 15 minutes to show up under the 'Recent' location within harmon.ie.

# Are my SharePoint Online libraries set-up for harmon.ie?

The easiest way to verify if a library is fully compatible with harmon.ie is by ensuring you can use the 'Email Correspondence' view and your Outlook metadata is visible (Email, Subject, Email From, Email To, etc. columns). If these are missing, you will not be storing your email related metadata in your SharePoint library or be able to conveniently filter your SharePoint list of harmon.ie saved emails. Please contact your IM Lead/Broker if you believe your library is not properly configured.

To verify if you have the 'Email Correspondence' view follow the steps below:

Navigate to a folder/Category located in a SharePoint Online site where you store Emails

Select the 'View' icon View results

# How do I turn the harmon.ie pop-up window for emails with attachments off and on?

To turn off the harmon.ie popup window for emails with attachments, select the 'always prompt to save attachments' box.

To re-enable the harmon.ie popup window for emails with attachments:

Navigate to the harmon.ie options menu.

Select the advanced tab then under email settings.

Choose options located next to 'Prompt to save attachments when sending emails'. A window will display select 'always' then OK.

# Why did harmon.ie disappear from my Outlook?

Prolonged delays in loading Outlook can lead to the deactivation of Add-in applications such as harmon.ie.

Check the following:

Option A - Manage COM Add-ins

Go into Outlook > File > Manage COM Add-ins

Enable harmon.ie if possible (may state it was not disabled). You may have to restart Outlook to complete reactivation.

Option B - Options: Add-ins

Go to Outlook > File > Options menu then Add-ins.

Select the Go button at the bottom of the popup and find harmon.ie in the list.

You should be able to check the harmon.ie item back on and select OK.

You may be prompted to 'restart' harmon.ie; simply restart Outlook in that situation.

Note: If A or B resolves the issue, ensure it is still solved after an Outlook close and restart.

# How can I access harmon.ie?

Users who have installed harmon.ie can access it in their Outlook window by opening Microsoft Outlook and selecting the harmon.ie toolbar button.

Look for this image:

# What are Restrictions for Microsoft harmon.ie?

You can only access harmon.ie 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)

# Where can I find harmon.ie Training Video Resources?

harmon.ie works as a doorway between Outlook and several M365 repositories (such as SharePoint Online, OneDrive and Teams). Having a general understanding of the M365 repositories will assist in answering many frequently asked questions related to harmon.ie. To learn more about the M365 repositories, refer to the training videos below.

M365 Community of Practice SharePoint Online Training (opens a new window)

M365 Community of Practice Microsoft Teams Training (opens a new window)

M365 Community of Practice OneDrive Training (opens a new window)

For short video tutorials on key features of harmon.ie, visit the harmon.ie Training page. Please note that these short video tutorials are hosted externally and will include additional learning paths or hyperlinks. We encourage you to watch these short video tutorials in addition to the M365 Community of Practice videos linked above.

# How can I Improve my digital skills?

Receive a unique Teams Achievement Backgrounder for every exercise you complete;

Be recognized on the 'Digital Booster Recognition Board';

Receive a Digital Booster Challenge Certificate.

To register for the Digital Booster Challenge, fill out the Sign-up Form today.

There will also be monthly drop-in sessions, where you can ask your harmon.ie-related questions in real-time. For more information about these drop-in sessions, please visit the harmon.ie Resouce Center.

# What are Information Management Best Practices for Microsoft harmon.ie?

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

# What Information Categorization does harmon.ie 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.

Help and Support

For help, visit our Microsoft 365 Help channel.