GSD. Outlook - Add-Ins in Outlook Application

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General Information:

Possible symptoms/errors:

User wants to know how to Enable and Manage Add-Ins in Outlook Application

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Add-ins are the installed features that run inside of other programs and help to increase functionality. Outlook add-ins are also known as "extensions" or "plug-ins". But many pre-installed add-ins are not activated by default. The steps below will help to enable and manage such add-ins using the Outlook application.

Details:

1. In Outlook, advise user to click on File and then select Options.

2. In the Outlook Options window, a user must click Add-ins.

3. Under Manage, advise them to select COM Add-ins and then to click the Go button.

4. In the COM Add-ins window, they can now manage the add-ins they wanted to enable or remove. Advise user to click OK to apply the changes.

If the steps above did not help please advise user to re-enable the Add-inn from the Disabled items option in Outlook. Instruct the user with the steps below:

1. Click on File tab in Outlook.

2. Choose Options.

3. Click on Add-inns, from the Manage tab choose Disabled items and click Go.

4. Advise the user to choose the item they want to re-enable and click on Enable.

5. Restart the Outlook to confirm if the issue has been solved.

Assignment Group:

3rd Party e-mail address: One365Support@freseniusmedicalcare.com

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

N/A