

Office 365 Current Issues ^[1]

Issue	Description	solution status	status	last updated
Messaging CU campuses using Teams	System employees cannot chat with the other campuses using Microsoft Teams. Microsoft is engaged, and we expect a resolution soon.	N/A	In progress	Nov. 1, 2019
Shared mailboxes in Outlook 2016	In some cases, shared mailboxes are not currently accessible in Outlook 2016. – please use Outlook on the Web ^[2] while we work to resolve the issue. If you can't see your expected shared mailbox in either Outlook 2016 nor Outlook on the Web, contact the Service Desk at help@cu.edu ^[3] or 303-860-HELP.	Use Outlook on the Web ^[2] until Outlook 2016 has been fixed.	In progress	Nov. 1, 2019
Getting a deliverable error when messaging current CU System employees.	If you have received a deliverable error when emailing a current CU System employee, please try clearing the email address cache by following these steps: <ul style="list-style-type: none">- In Outlook, click the File tab.- Select Options.- From the left menu, select the Mail tab.- Scroll down to the Send Messages section.- Click Empty Auto-Complete List.- Click OK.	Clear email address cache.	In progress	Nov. 1, 2019

Last modified 11/1/2019

Sub Title:

The following is continually updated information about the status of known issues with Microsoft Office 365 and Office 2016 at CU System Administration.

Source URL:<https://www.cu.edu/office-365-current-issues>

Links

[1] <https://www.cu.edu/office-365-current-issues> [2] <https://outlook.office365.com/> [3] <mailto:help@cu.edu>