Published on *University of Colorado* (https://www.cu.edu)

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: - 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