while using Outlook on the desktop, web, or mobile. See Microsoft article Use Dynamics 365 App for Outlook | Microsoft for additional information.

Troubleshooting

Communication activities not working for some users

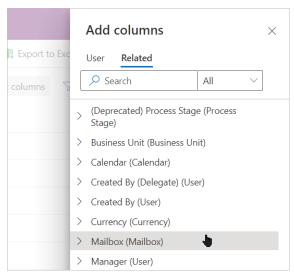
A Power Platform Admin can check within the BrightWork 365 app if the affected user accounts are enabled for communication related activities:

1. Click Projects in the bottom left of the page and click Admin.

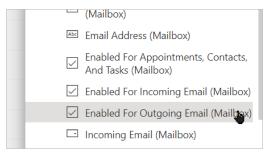
- 2. Click Users to load the BrightWork Users report.
- 3. Click Edit columns and then click Add columns.



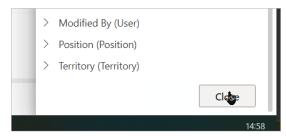
4. Click Related and Select Mailbox.



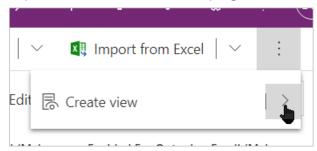
5. Add the three Enabled for... columns.



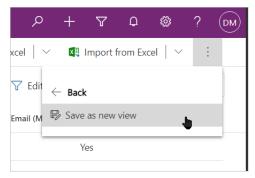
6. Scroll down to the bottom and click close.



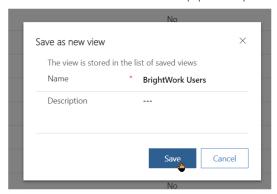
- 7. Click Apply.
- 8. Expand the three dots in the top right and click the arrow beside Create view.



9. Click Save as new view.

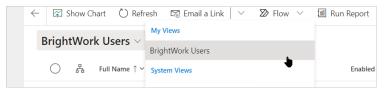


10. Rename the view if desired (optional) and click **Save**.



11. The new view is available to check if the user accounts are enabled for communication related

activities.



If further configuration is required, see the **Setup Dynamics Email** section of the BrightWork 365 Install Guide.pdf @.