

Outlook Issues

"I can't find old emails"

- Use **Ctrl+E** to search. Try keywords, sender name, or date range.
- Check **Other** tab if Focused Inbox is enabled.
- Check your **folders** in the left sidebar — Gmail labels became folders.
- Try searching in **All Folders** (dropdown in search bar).

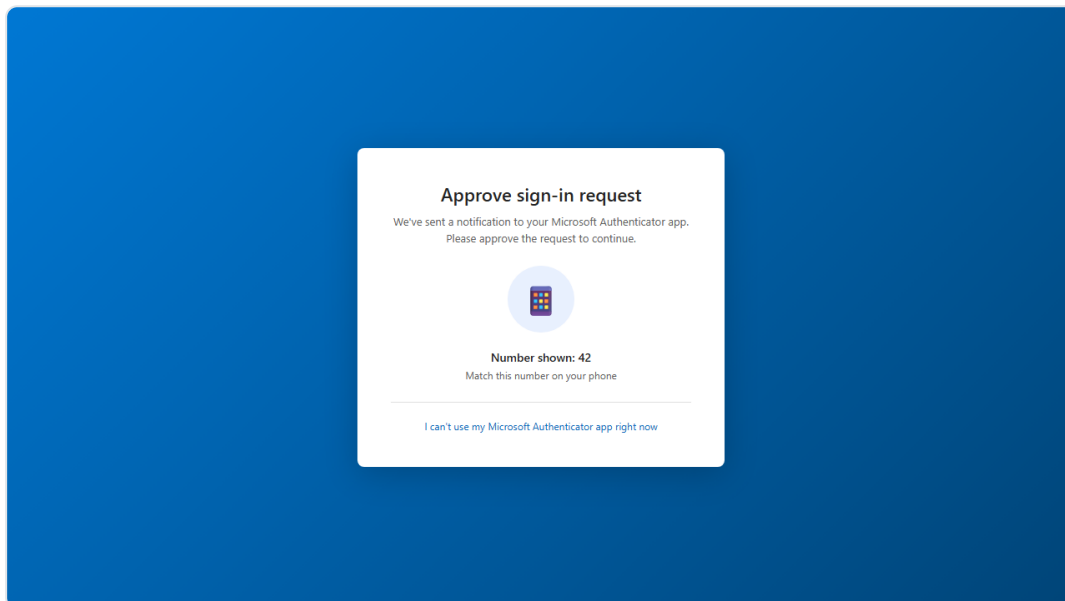
"My calendar events are missing"

- Click **Calendar** in the left sidebar.
- Check that the correct calendar is selected (checkmark next to calendar name).
- External calendar subscriptions (e.g., sports, holidays) need to be re-added.
- Contact m365support@blueantmedia.com if events from your primary Google Calendar are missing.

"Outlook is slow or not responding"

1. Close and reopen Outlook.
2. Check your internet connection.
3. Try the web version (outlook.office.com) to see if the issue is app-specific.
4. Contact IT support if it continues.

MFA Issues

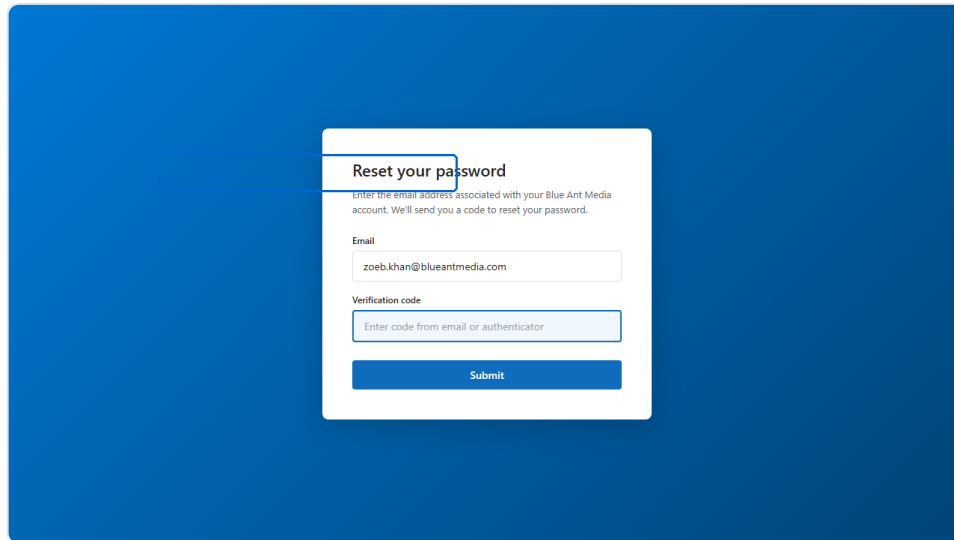


Multi-factor authentication approval prompt

"MFA prompt not appearing"

- Check that the **Microsoft Authenticator** app is installed and configured.
- Ensure notifications are enabled for the Authenticator app on your phone.
- Try selecting **"I can't use my Microsoft Authenticator app right now"** for alternative methods (text/call).

"Locked out of my account"



Self-service password reset page

1. Wait 15 minutes — temporary lockouts expire automatically.
2. Try password reset at passwordreset.microsoftonline.com.
3. If still locked out, contact m365support@blueantmedia.com for manual unlock.

OneDrive Issues

"OneDrive won't sync"

1. Click the OneDrive icon in the system tray. Read any error message.
2. If paused, click **"Resume syncing."**
3. Restart OneDrive: icon → Settings (gear) → Quit OneDrive → reopen from Start menu.
4. If a specific file won't sync, check for special characters in the name (" * : < > ? |).

"I can't find a file from Google Drive"

SITUATION	SOLUTION
File was in My Drive	Check OneDrive — same folder structure
File was in a Shared Drive	Now in SharePoint. Ask your manager for the new location.
File was shared with you	Check OneDrive web → Shared → Shared with me
Still can't find it	Contact migration support

Mobile App Issues

"Outlook mobile not receiving emails"

- Pull down to refresh the inbox.
- Check that **notifications** are enabled in phone settings for Outlook.

- Remove and re-add your @blueantmedia.com account in the app.
- Ensure your phone has a stable internet or cellular connection.

"OneDrive mobile can't access files"

- Ensure you're signed in with your @blueantmedia.com account (not a personal account).
- Try switching between Wi-Fi and cellular data.
- Force-close the app and reopen it.

Teams Issues

"I can't join a meeting"

- Click the meeting link from your calendar or email. If the Teams app doesn't open, try **"Join on the web"**.
- Check your microphone and camera permissions in your browser or app settings.
- If you see "You can't join," you may not be invited — ask the organizer to add you.

Shared Mailbox Access

"I can't access a shared mailbox"

1. In Outlook desktop: File → Account Settings → Email tab → Change → More Settings → Advanced → Add the shared mailbox.
2. In Outlook web: Click your profile icon → Open another mailbox → type the shared mailbox address.
3. If access denied, contact IT to verify your permissions on the shared mailbox.

Calendar Sync Issues

- If a meeting shows in web but not desktop, restart Outlook.
- If recurring meetings appear duplicated, delete the duplicate and accept the invitation again.
- If room bookings don't appear, the room calendar may need to be re-added — contact IT.

Escalation Path

LEVEL	CONTACT	RESPONSE
Self-service	Quick Reference Cards + this guide	Immediate
Peer support	Your department Champion	Same day
Migration support	m365support@blueantmedia.com	4-hour SLA
Urgent / VIP	Escalate via Champions Teams channel	1-hour SLA

Need help? Contact m365support@blueantmedia.com or visit the M365 Help channel in Microsoft Teams.