



Jive Interactive Intranet

Cloud Administrator Guide

Jive for Outlook Online



Notices

For details, see the following topics:

- [Notices](#)
- [Third-party acknowledgments](#)

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Aurea global support

If you encounter a problem while using an Aurea product or require assistance with downloading the software or upgrading a product release, please, try to:

- Search the articles on the [Aurea Knowledge Base](#) for solutions to your issues.
- Search the product documentation and other product-related information that are also available on [Support Central](#).

If you still cannot find a solution, open a ticket on [Aurea Support Central](#). Information about the support organization is available on [Support Portal](#) as well.

You can also find the setup files on [Support Portal](#).

For information about purchasing an upgrade or professional services, contact your account executive. If you do not know who your account executive is, or for other queries, contact us through our [website](#).

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Setting up Jive for Outlook Online

Jive for Outlook Online lets your community members engage fully with the community without ever leaving the Outlook Online inbox.

For details, see the following topics:

- [System requirements for Jive for Outlook Online](#)
- [Installing Outlook Online cartridge](#)

System requirements for Jive for Outlook Online

Here you can find system requirements for using Jive for Outlook Online.

Jive requirements

- Current version of Jive Cloud.
- Jive Anywhere 2.3 or higher installed on the client browser. For more information about Jive Anywhere, see the Jive Anywhere Help.

Microsoft requirements

- Microsoft Office 365 with accounts for all participating users.

Note: Exchange 2013 with Outlook Web Access 2013 on-premise is not supported.

Browser requirements

The following browsers are supported:

- Internet Explorer 9 or higher. Internet Explorer 10 or higher is required to upload images and attachments when converting emails to discussions.
- Current versions of Chrome and Firefox.

Important: Browser locale must be set to EN.

Installing Outlook Online cartridge

The Outlook Online cartridge for Jive Anywhere is automatically installed with the Office 365 add-on. If required, contact Jive support to get the package and re-install it manually.

Fastpath: Admin Console: System > Settings > Jive Anywhere

Installing the Jive Anywhere cartridge provides the functionality of Jive for Outlook Online for your users when they download the Jive Anywhere browser plugin from the Add-ons page of your Jive site. You can also install the cartridge on its own from the Admin Console if you get the package from [Support](#).

1. In the Admin Console, go to **System > Settings > Jive Anywhere** , then open the **Cartridges** tab.
2. Click **Upload new cartridge**.
3. In **Display name for the cartridge**, enter a name for the cartridge.
This name is displayed in the Admin Console and in the Jive Anywhere interface.
4. In **Choose a new cartridge ZIP file to upload**, browse to the Jive for Outlook Online package.
5. In the field under **Cartridge included patterns**, type the URL of your Outlook web server, and click the up arrow to add it to the **Cartridge included patterns** field.
You should use the following format `mymailserver.com/owa`.
6. Click **Submit**.