

Steps For Correct Operation Of The Plugin

1) Allow the plugin to work with the web-site plugin in internet:

1.1) In IE web-browser settings choose Tools -> Internet Options.

1.2) Go to the Security tab, select Trusted Sites item in main menu, click Sites, enter `webplugins.artezio.com` in the opened field and add it to the list. Click Close. Press OK.

NOTE: Outlook plugin architecture requires a code to be placed on some 3rd party resource. We use our own server to host the code which provides task management and visualization. To avoid any connectivity issues, our host `webplugins.artezio.com` has to be added into the Trused Sites list.

Artezio doesn't save and doesn't use any information from your Outlook.

2) Confirm the permission for the plugin to access the e-mail addresses, when Outlook prompts you to do it.

2.1) It is recommended to check the "Allow access for" and specify the maximum time from the list on the right of this checkbox.

3) It is recommended to turn the Cached Exchange Mode off.

3.1) On the Tools menu, click Account Settings.

3.2) On the E-mail tab, click the Exchange account, and then click Change.

3.3) Under the Microsoft Exchange server, clear the Use Cached Exchange Mode check box.

3.4) Exit and restart Outlook 2013.