pEntities-Email · Outlook add-in

Support and user guide

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Part I.

Your email, kept with the work it belongs to – right inside Outlook.

A support guide to the pEntities-Email add-in for Microsoft Outlook: what it does, how to use it, and what your organisation controls.

What pEntities-Email is.

pEntities-Email is an add-in for Microsoft Outlook. It saves emails and their attachments where a team actually works – OneDrive, SharePoint and Microsoft Teams – with the details that make them easy to find later, and it keeps every conversation with the client, case or project it belongs to.

Emails are not moved into a new system. They are saved as files in your own Microsoft 365, read and written with your own account, so the permissions you already have in SharePoint, OneDrive and Teams keep applying.

The add-in has two levels. The **free features** work for everyone with a Microsoft 365 work or school account. The **Premium features** come with pEntities Premium, for organisations that use pEntities in Microsoft Teams: they connect email to pEntities records and add AI, tickets and automation.

Part II describes the free features. Part III describes the Premium features. Part IV answers common questions.

Free and Premium at a glance

Feature	What it does	Edition
Archive	Save emails (PDF and/or the original .eml) with their attachments and column values to OneDrive, SharePoint libraries and lists, or Teams channels.	Free
Pinned & recent	Keep the places you save to one click away.	Free
From sender	Earlier emails from the same sender, with a full preview.	Free
Share in Teams	Send emails to a Teams group chat, or share the ones you saved.	Free
pEntities records	File emails and attachments to a client, case or project record, with suggestions, retention labels and AI tags.	Premium
Data extraction	Read invoices, receipts, contracts and other attachments with AI and write the values to SharePoint columns, or export JSON / CSV.	Premium
Conversation summary	Summarise a thread into decisions and action items; create To Do tasks; save to the record's notebook.	Premium
Tickets	Create a ticket from an email with AI; see a ticket's status and SLA when an email mentions it.	Premium

Feature	What it does	Edition
Shared desks	See and set the desk status of an email in a shared mailbox (Comms Hub).	Premium
Email routing and automations	Route incoming email to records; acknowledge, ticket, file and follow up automatically.	Premium
Email assistant	Draft replies, triage the inbox, find related threads, suggest categories, translate.	Premium
While you write	Attach a record's documents, send a PIN-protected link that asks for approval, file the email after sending.	Premium

Getting started

Requirements

- **A Microsoft 365 work or school account.** Personal Outlook.com accounts are not supported.
- **Outlook:** Outlook on the web, the new Outlook for Windows, classic Outlook for Windows (Microsoft 365) or Outlook for Mac.
- **For the Premium features:** your organisation uses pEntities in Microsoft Teams with pEntities Premium (Part III).

Installing the add-in

For the whole organisation or selected people (administrator):

1. Open the Microsoft 365 admin center → **Settings → Integrated apps**.
2. Choose **Get apps** (Microsoft Marketplace) and search for **pEntities-Email**, or **Upload custom apps** with the manifest you received.
3. Choose who gets it (everyone, or specific users or groups) and accept the permissions.
4. It can take a few hours until the add-in appears in Outlook. Restarting Outlook helps.

Just for yourself: in Outlook choose **Apps** (or **Get Add-ins**), search for **pEntities-Email** and select **Add**.

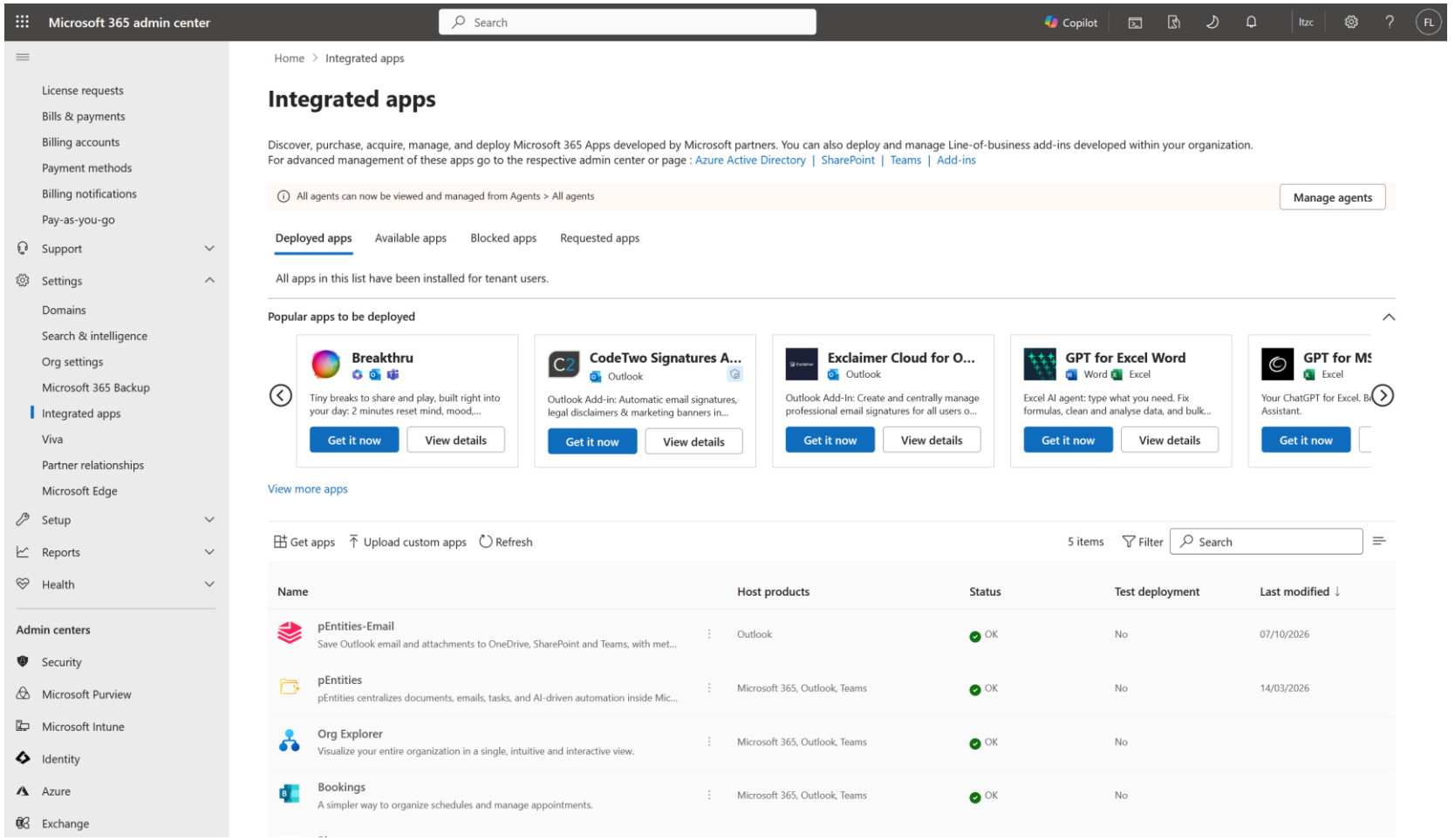


Figure 1. Deploying pEntities-Email to the organisation

Opening the add-in

- **When reading:** select one or more emails and choose **pEntities-Email** on the ribbon (or under **Apps**). The pane opens on the right.
- **When writing:** in a new email or a reply choose **pEntities** on the ribbon to open the compose pane (Premium, Part III).
- **Keep it open:** pin the pane with the pin icon; it then follows the email you select.

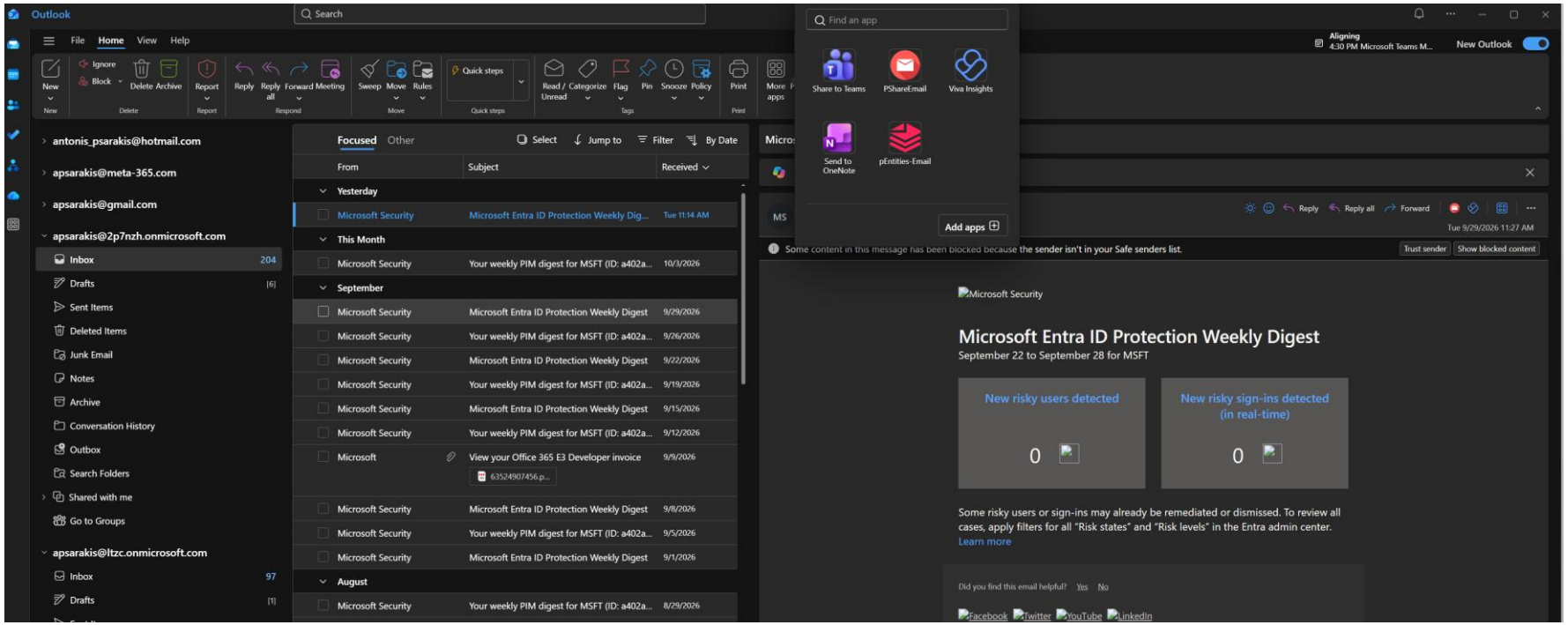


Figure 2. Opening pEntities-Email from the ribbon

Signing in and permissions

The first time, the add-in signs you in with your Microsoft 365 account – usually without asking, because Outlook already knows you. It asks for each permission only when a feature first needs it.

Permission	Used for
Read and write your mail (Mail.ReadWrite)	Reading the emails you save, previews, filing after sending.
Read and write files you can access (Files.ReadWrite.All, Sites.ReadWrite.All)	Saving to OneDrive and SharePoint; browsing folders; viewing files.
Read teams and channels (Team.ReadBasic.All, Channel.ReadBasic.All)	Teams as a save destination.

Permission	Used for
Read channel members (ChannelMember.Read.All), chats (Chat.ReadWrite)	Sending and sharing emails in a Teams group chat.
Read managed metadata (TermStore.Read.All, optional)	Choosing taxonomy values in column metadata, when an administrator has granted it.
pEntities API (access_as_user)	Premium features only, where your organisation uses pEntities.

> If you see **“Your organisation's administrator needs to approve pEntities-Email”**, ask your Microsoft 365 administrator to grant consent once for the organisation (Microsoft Entra admin center → Enterprise applications → pEntities → Permissions → Grant admin consent).

The pane at a glance

- **The email card** at the top shows the selected email (or how many are selected), its sender and its attachments.
- **Tabs: Archive**, **Pinned & recent**, **From sender**, **pEntities** and **Assistant**.
- **Settings (gear icon):** the theme (Follow Outlook, Light, Dark), the signed-in account and Sign out, **Welcome and Premium**, and **Help** (the three-step getting-started card).

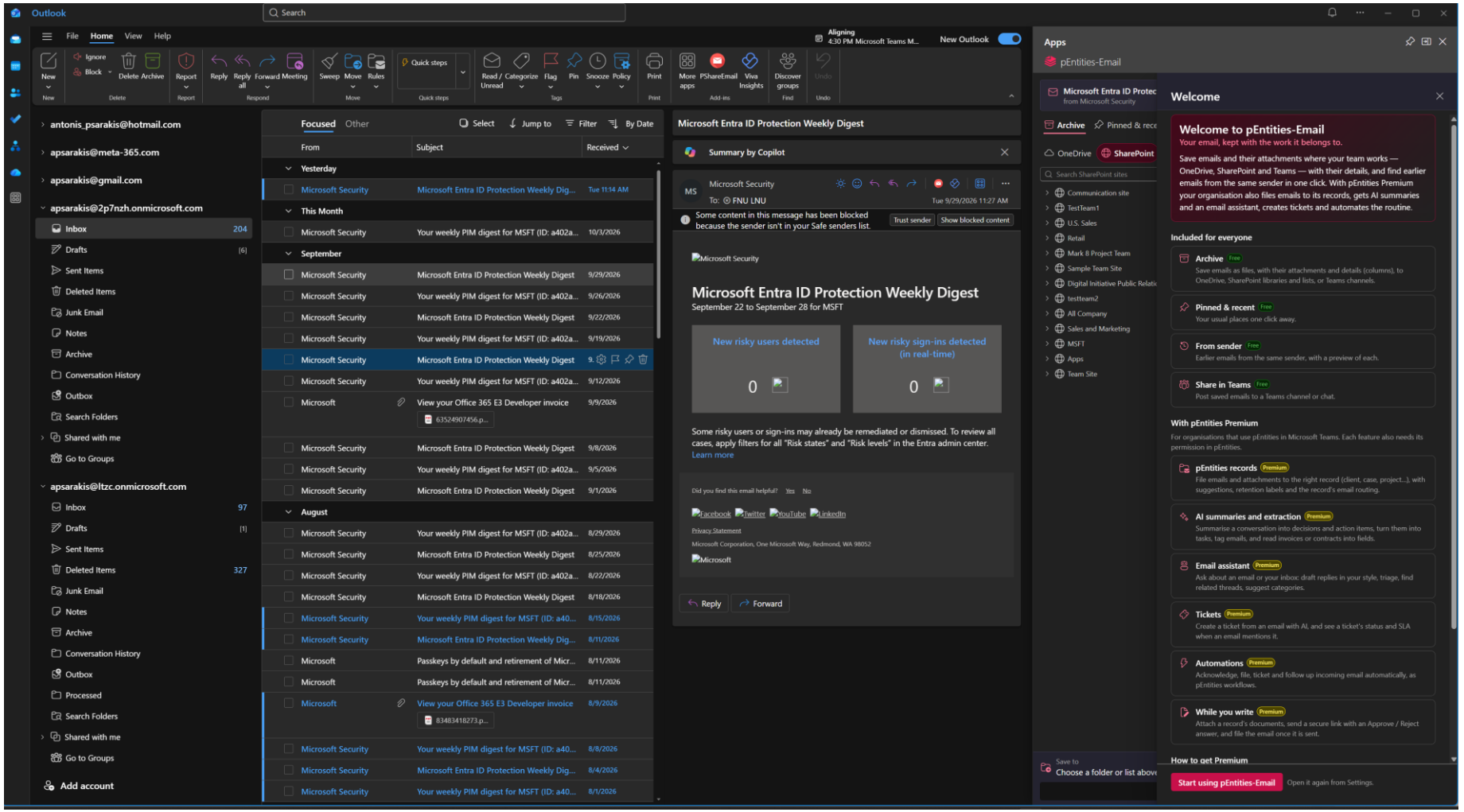


Figure 3. The pane: email card, tabs and settings

Welcome and Premium

The first time the add-in opens, a **Welcome** panel slides in from the side. It lists what is included for everyone and what pEntities Premium adds, with links to the Microsoft Marketplace offer, the pEntities app for Teams and the website. It does not block anything: the pane behind it keeps working. Close it with **Start using pEntities-Email**; open it again from **Settings → Welcome and Premium**.

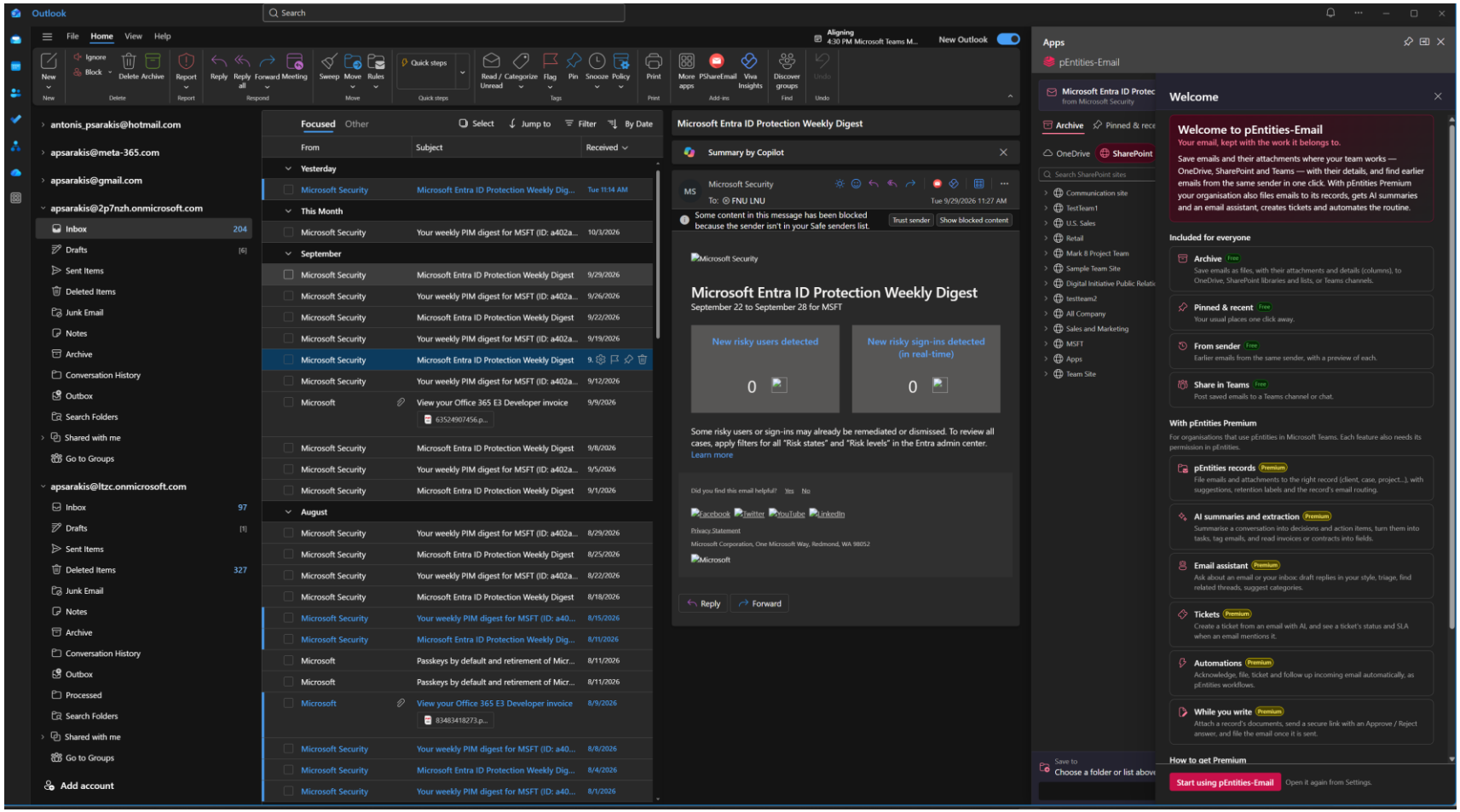


Figure 4. Welcome and Premium

Security, Data Protection and Compliance

pEntities-Email is built on one principle: your content is yours and it stays where it already is. Nothing is copied to a third-party service.

Where your data lives

- **Emails and files stay in your Microsoft 365.** Saved emails are files in your OneDrive, SharePoint libraries and lists, or Teams channel folders. The add-in works through Microsoft Graph, in your name.

- **The add-in keeps no copy.** It holds no database of your email. Your pinned and recent places and display preferences are kept on your device; emails waiting to be filed after sending are kept in your own mailbox.

Who can see what

- **Your own permissions apply.** You see only the sites, libraries, folders and teams you can already open in Microsoft 365; the add-in never widens access.
- **Saved files inherit the destination's permissions** – a file saved to a team channel is visible to that team, exactly as if it had been uploaded there.

Artificial intelligence and your content

- **Free features use no AI.**
- **Premium AI features** (summaries, extraction, the email assistant) run in pEntities in your organisation's Azure environment, with your permissions; they read the email you ask about and nothing else.
- **Nothing is sent without you.** Drafted replies open in Outlook's reply window for you to check and send; actions that send, change or delete ask for your approval first.

Part II.

Free features: save, find and share email where your team works.

Included for everyone with a Microsoft 365 work or school account. No pEntities subscription is needed.

Archive

The **Archive** tab saves the selected emails to a place you choose. Each email is saved in its own folder, named after the email, holding the email itself and – if you want – its attachments.

Choosing where to save

1. Open the **Archive** tab and pick a source: **OneDrive**, **SharePoint** or **Teams**.
2. Open the tree to the folder or list you want. For SharePoint, **Search SharePoint sites** finds a site by name; **Filter loaded folders** narrows long lists.
3. Select the folder. The bottom bar shows where the emails will be saved.

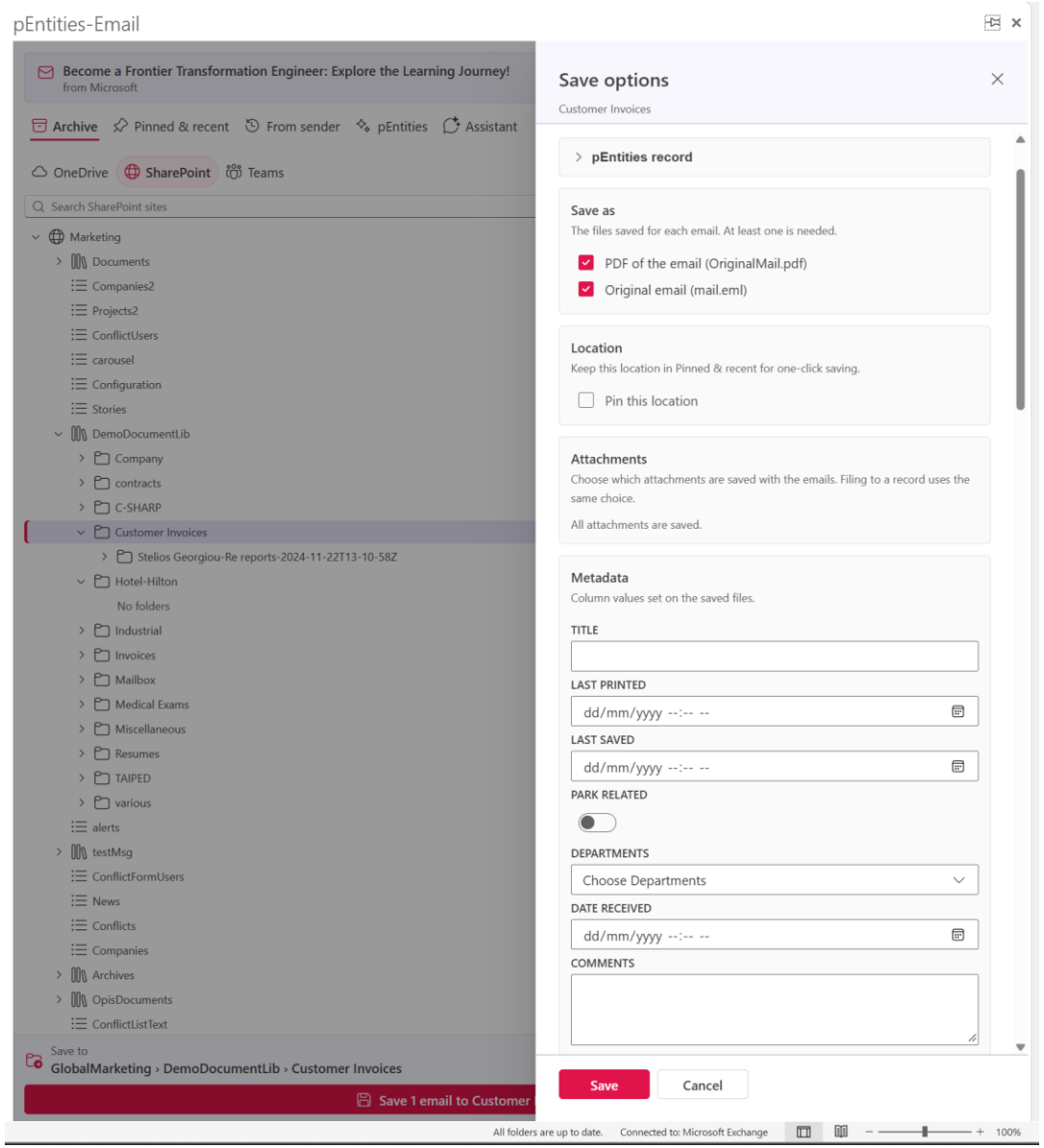


Figure 5. Choosing where to save

The ⋯ menu of a folder offers:

- **View files** – the files already in the folder, with **Preview** and **Copy a sharing link**.
- **Pin location** / **Unpin location** – keep it in Pinned & recent.
- **Open in browser** – the folder in SharePoint or OneDrive.
- **Send to people…** (Teams) – send the emails to a group chat with members of the team.

Save options

Select **Options** in the bottom bar to decide how the emails are saved:

- **Save as** – a PDF of the email (OriginalMail.pdf), the original email (mail.eml), or both. At least one is needed.
- **Attachments** – all attachments, or only the ones you tick (the names come from the email in the reading pane and apply to every selected email).
- **Metadata** – values for the destination's columns (text, choices, dates, people, managed metadata…). Columns that cannot be set from Outlook are listed.
- **List** – when saving to a SharePoint list, the MailSubject, MailFrom, MailTo, MailBody and MailLink columns are filled from each email (where the list has them), and you can set the list item's values.
- **Location** – **Pin this location** for one-click saving next time.

Select **Save** at the bottom of Save options to save, or **Cancel** to close without saving.

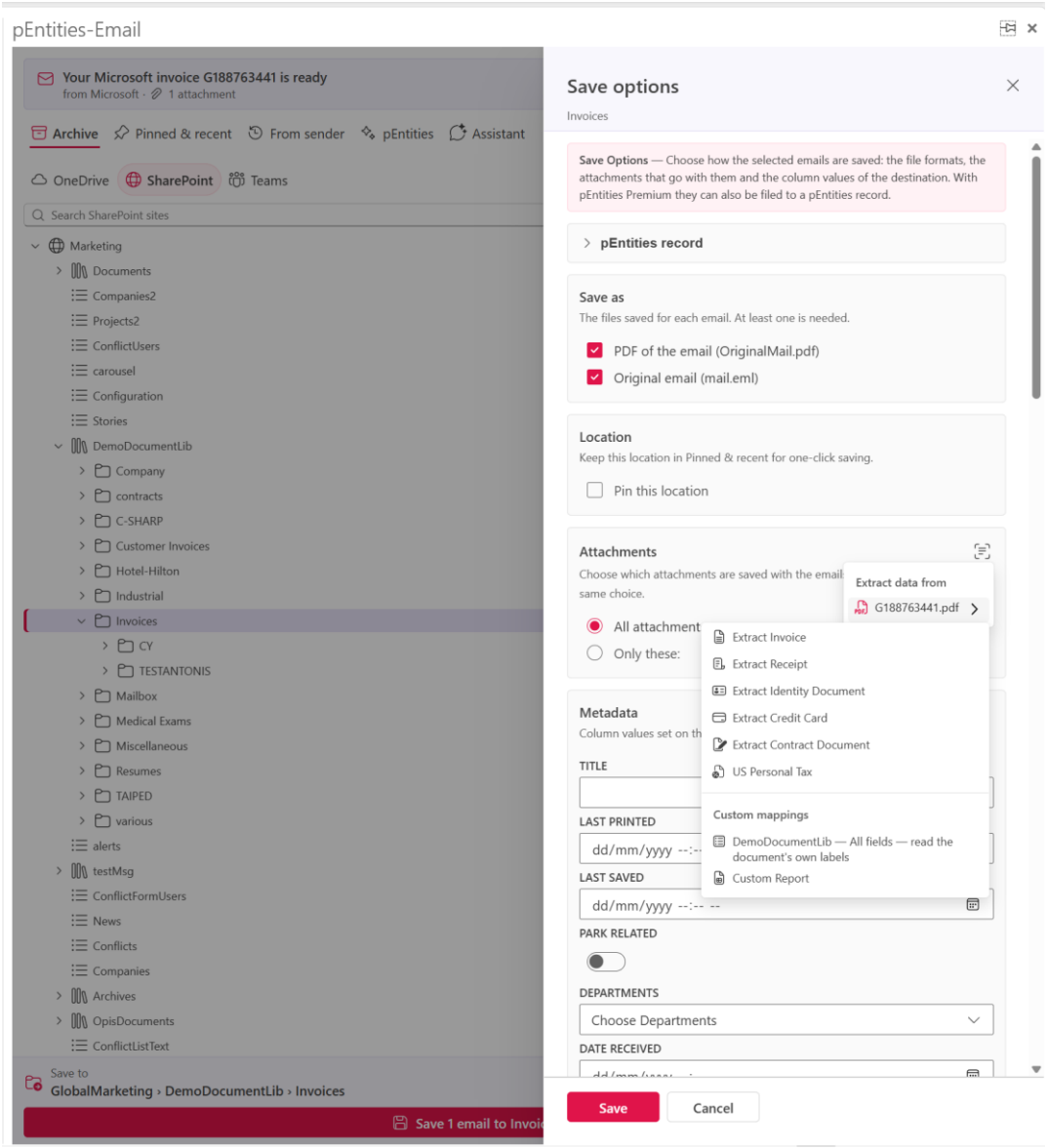


Figure 6. Save options

Saving and the results

1. Select **Save N emails to …** in the bottom bar.
2. The progress shows each email as it uploads. Keep the pane open until it finishes.
3. The results list each email: **Saved**, or **A folder for this email already exists here** – then choose **Save as copy** or **Add to folder**.
4. From the results: **Open folder**, **Copy link**, or **Share in Teams**.

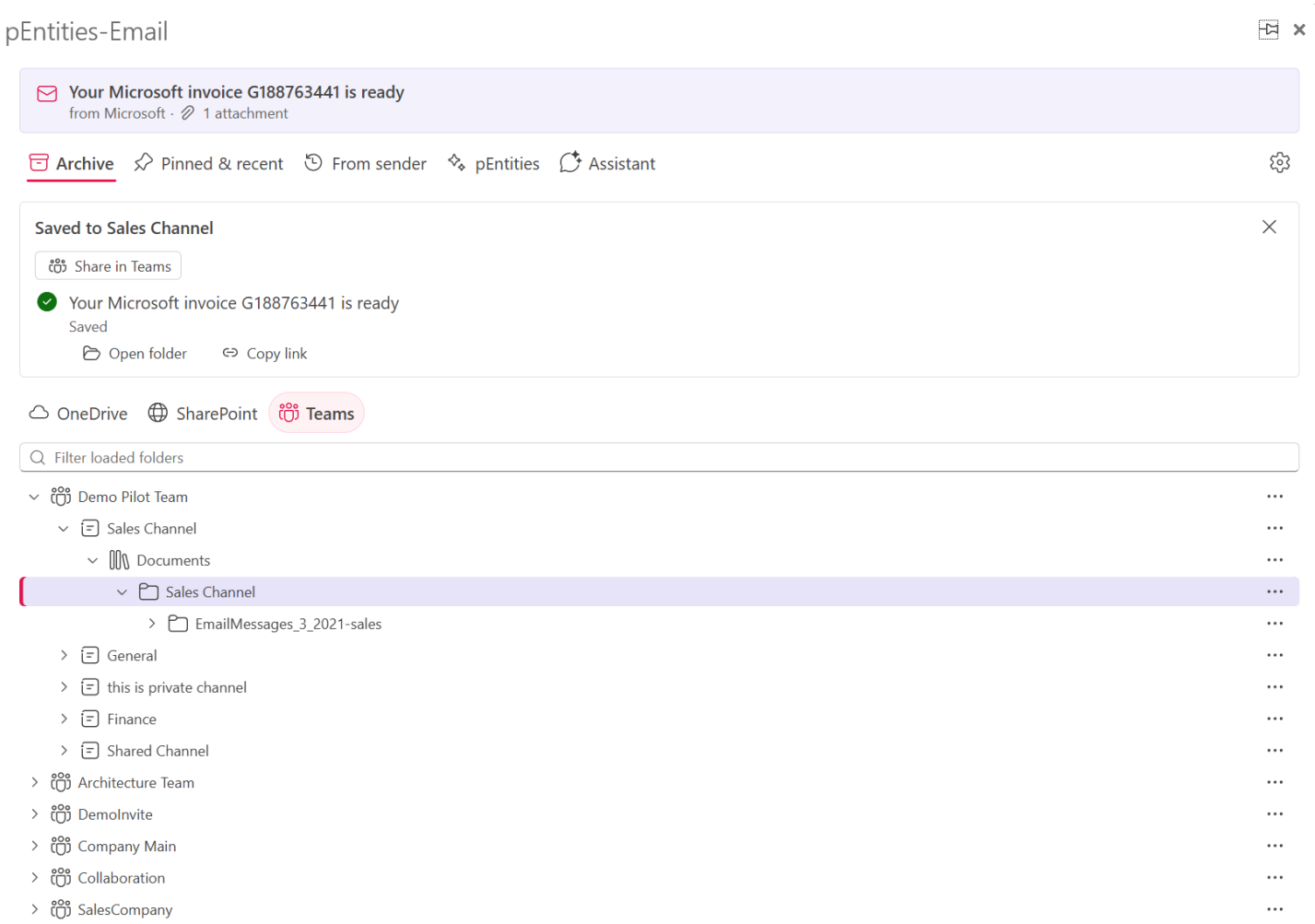


Figure 7. After saving

Saving several emails at once

Select several emails in Outlook (Ctrl/Cmd + click) with the pane pinned. The email card shows how many are selected and from how many senders; **Save** saves all of them, each in its own folder.

Pinned & recent

- **Pinned locations** – the places you pinned (folder ⋯ menu → Pin location, or Save options → Pin this location).
- **Recent locations** – the places you saved to lately.
- Select one to make it the destination, then **Save**. Unpin with the pin icon.

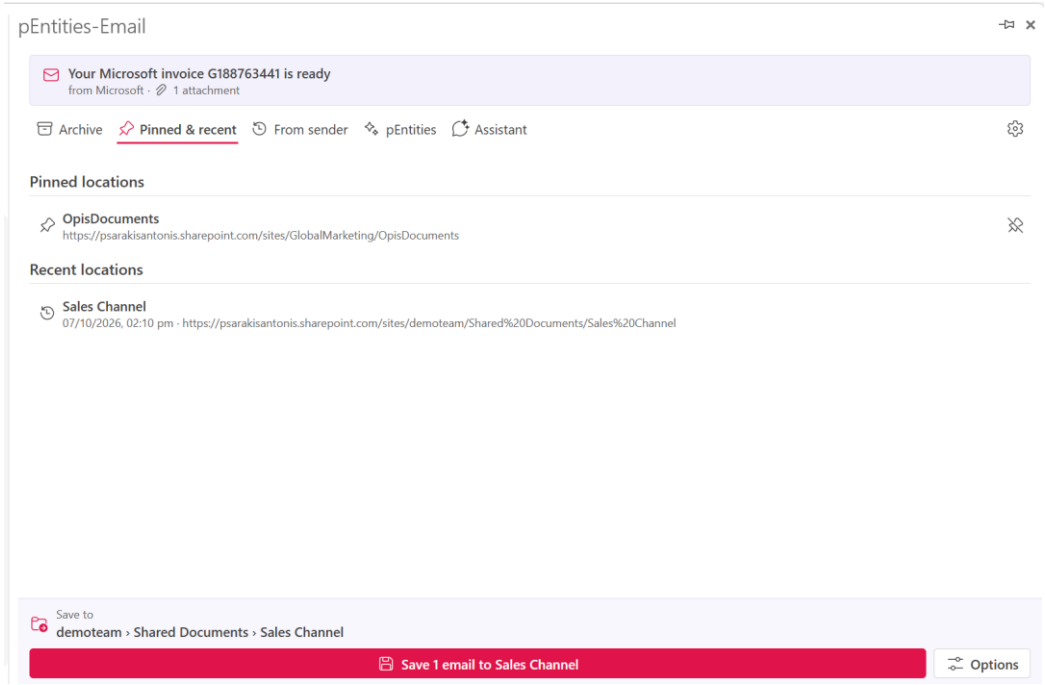


Figure 8. Pinned and recent places

From sender

From sender lists earlier emails from the sender of the selected email, newest first.

- **Period:** Last day, Week, Month, or Custom (From / To dates). **Load more** fetches older emails.
- Each email shows its subject, date, a preview of its text and an attachment icon.
- **Select an email** to read it in a wide preview panel: pictures inside the email are shown, web links open in your browser, and email addresses start a new email. In a dark Outlook theme the email is shown in dark mode, as Outlook does.
- **Open in Outlook** opens the email itself.

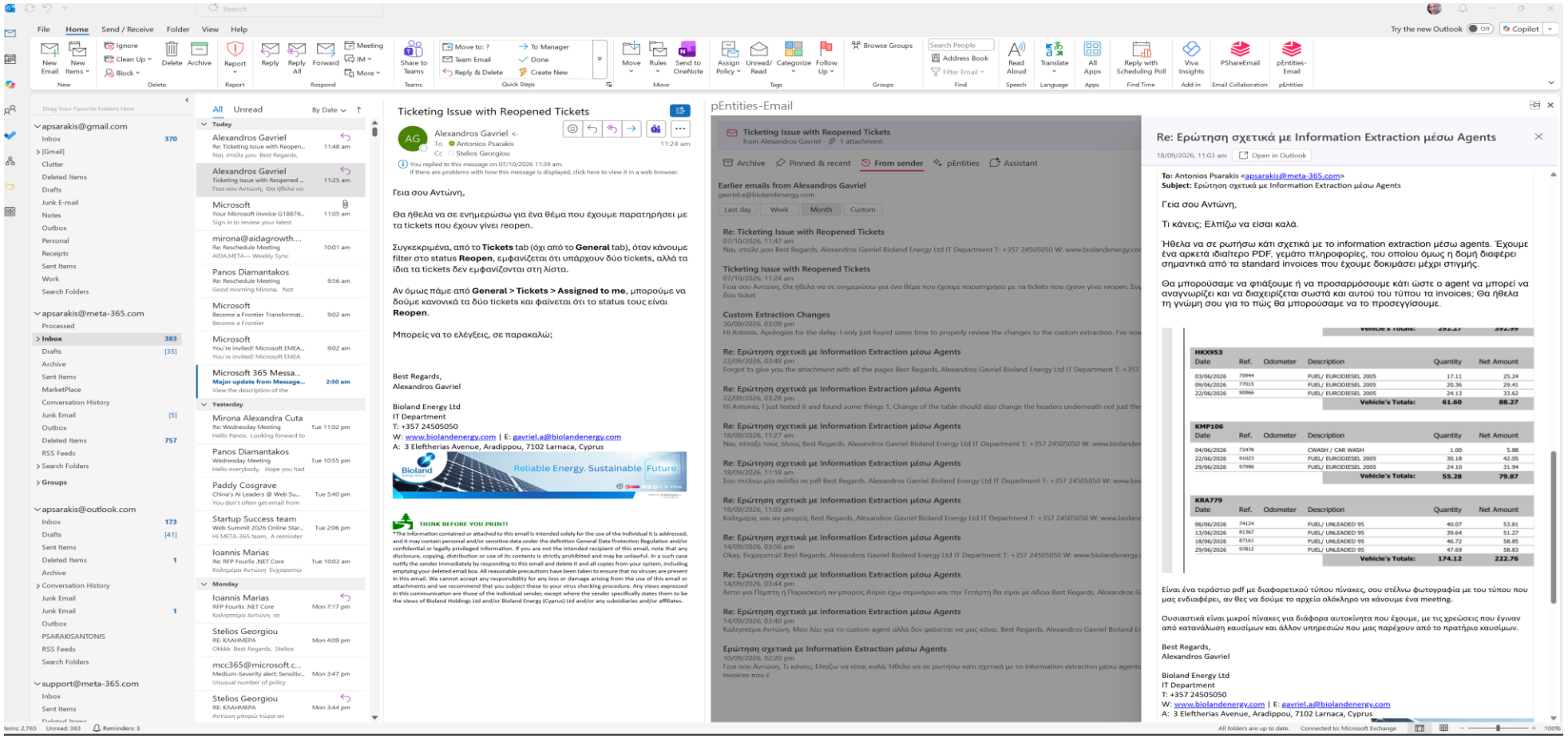


Figure 9. Earlier emails from the same sender

Share in Teams

Send emails to a group chat

1. In the Archive tree, open a team's ⋯ menu → **Send to people…** (or choose a team in the panel).
2. Choose the **people** (members of the team) and write a **message**.
3. Optionally **attach the saved files** to the message.
4. Select **Send**: the emails are saved to your OneDrive and posted in a new group chat with you and the people you chose.

Share emails you saved

After saving, choose **Share in Teams** in the results to post a link to each saved email in a new group chat.

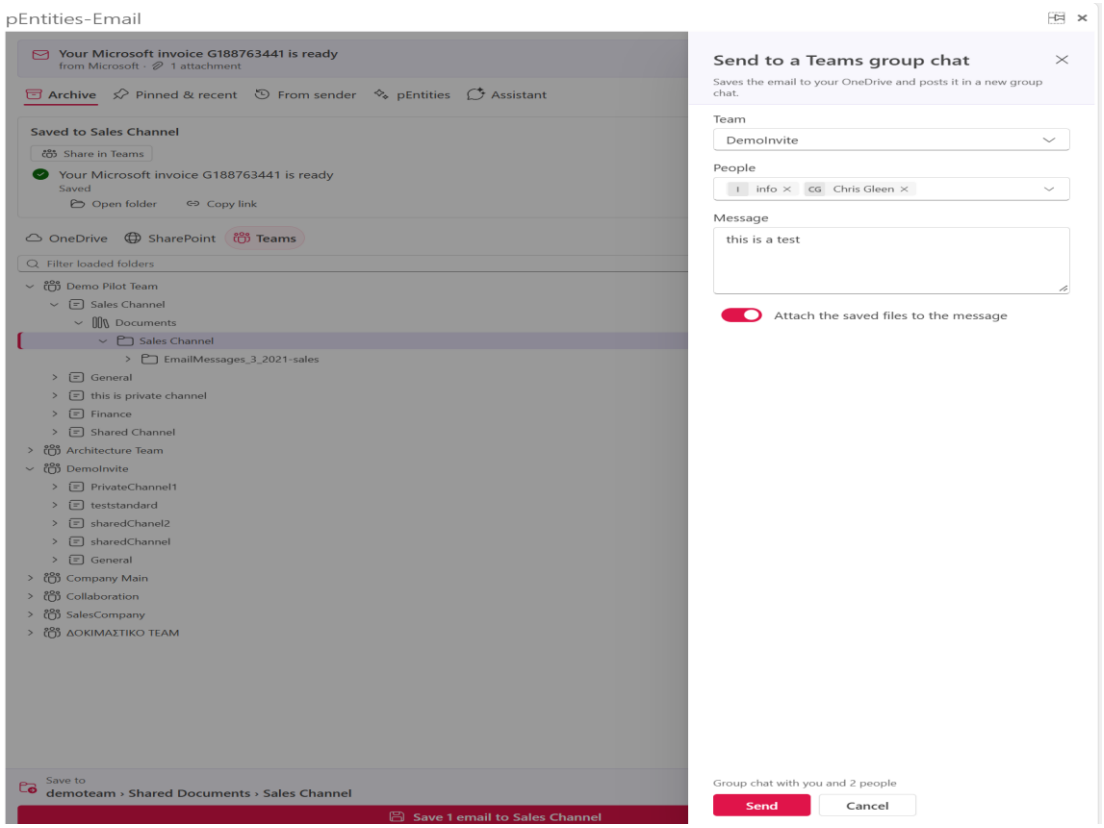


Figure 10. Sharing emails in Teams

Part III.

Premium features: email connected to your pEntities records, with AI and automation.

For organisations that use pEntities in Microsoft Teams with pEntities Premium. Each feature also needs its permission in pEntities.

What Premium needs

1. Your organisation uses **pEntities in Microsoft Teams** (free from the Microsoft Teams store).
2. Your organisation subscribes to **pEntities Premium** in the Microsoft Marketplace.
3. Your administrator gives you the **permissions** for the features you use (table below).

Without Premium, the pEntities tab, the Assistant tab and the compose pane show what Premium adds and how to get it, with **Check again** – no sign-in window opens, and the free features keep working.

Feature	Permission in pEntities
Filing to records, the compose pane, the desk card	USE EMAIL-COMMS
Retention labels when filing	USE EMAIL-COMMS and DOC LABEL
AI tags, summaries, the email assistant	USE AI
Action items as To Do tasks	USE AI and USE TASKS
Data extraction from attachments	USE DOCINTELLIGENCE
Tickets and the ticket card	USE TICKET
Email routing, automations, Save as a workflow	USE WORKFLOWS
Secure links with answer	DOC SHARE EXT

pEntities records

A pEntities **record** (also called an entity or workspace) is one thing your business works on – a client, a legal case, a project, a supplier, an employee. Filing an email to it keeps the conversation and its attachments with everything else about that record.

Choosing a record

- **Suggested** – records that fit the email, with the reason: Ticket key, Same conversation, Same sender, or Same organisation.
- **Search your records** – your own records (**Personal**) and the ones shared with you (**Shared**), each with the Teams place it is shared in.

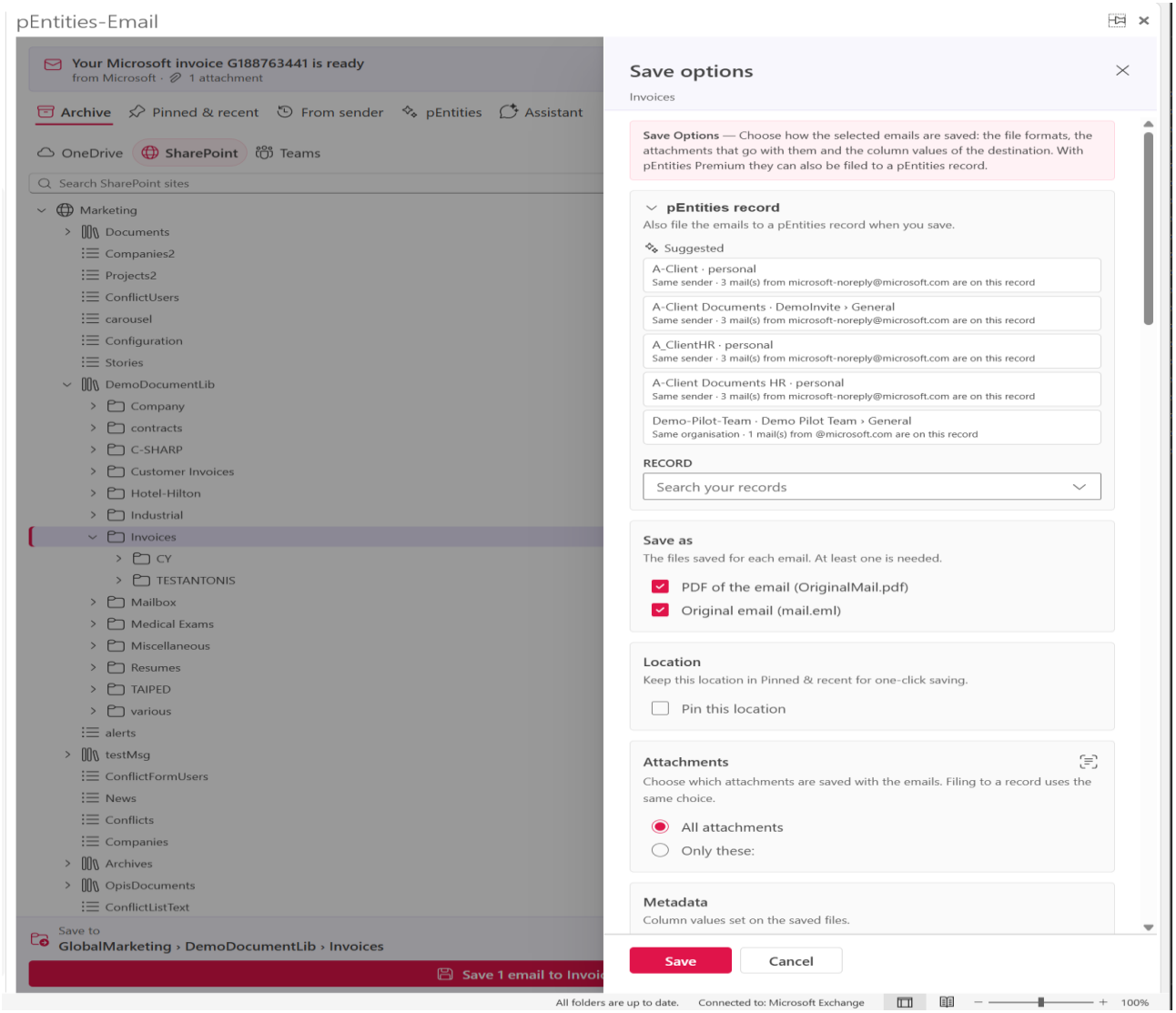


Figure 11. Choosing a pEntities record

Filing when you save

In **Save options → pEntities record**, choose the record. When you **Save**, the emails are also filed to it:

- **Attachments** can be saved to the record's library and folder (default: Email Attachments), all or only the ones you choose.
- **Retention label** – a Microsoft Purview label applied to the saved attachments.
- **Add an AI tag to each email** – a short AI description stored with the email on the record.
- Emails already on the record are not added again. The Archive tab shows the filing result.

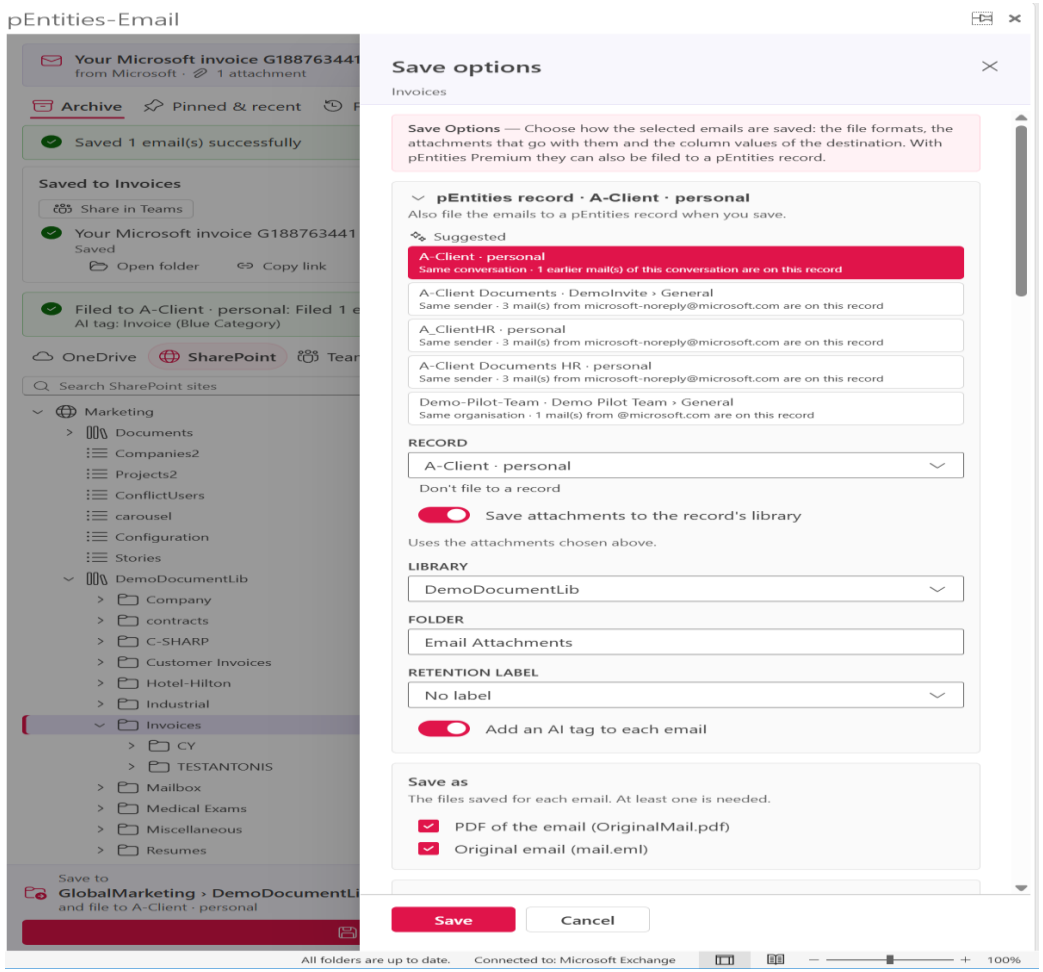


Figure 12. Filing to a record

Data extraction from attachments

pEntities-Email reads the data in an attachment – an invoice, a receipt, a contract, an ID document – and puts it where you need it, so nobody retypes it.

Starting an extraction

1. In the email card, open the attachment menu → **Extract data from an attachment** and pick the file (PDF, JPG, PNG, TIFF or BMP).
2. Choose what it is: **Invoice**, **Receipt**, **Identity Document**, **Credit Card**, **Contract Document**, **US Personal Tax** – or one of your organisation's **Custom mappings** created in pEntities.
3. Save options opens with the **Extraction Info** tab.

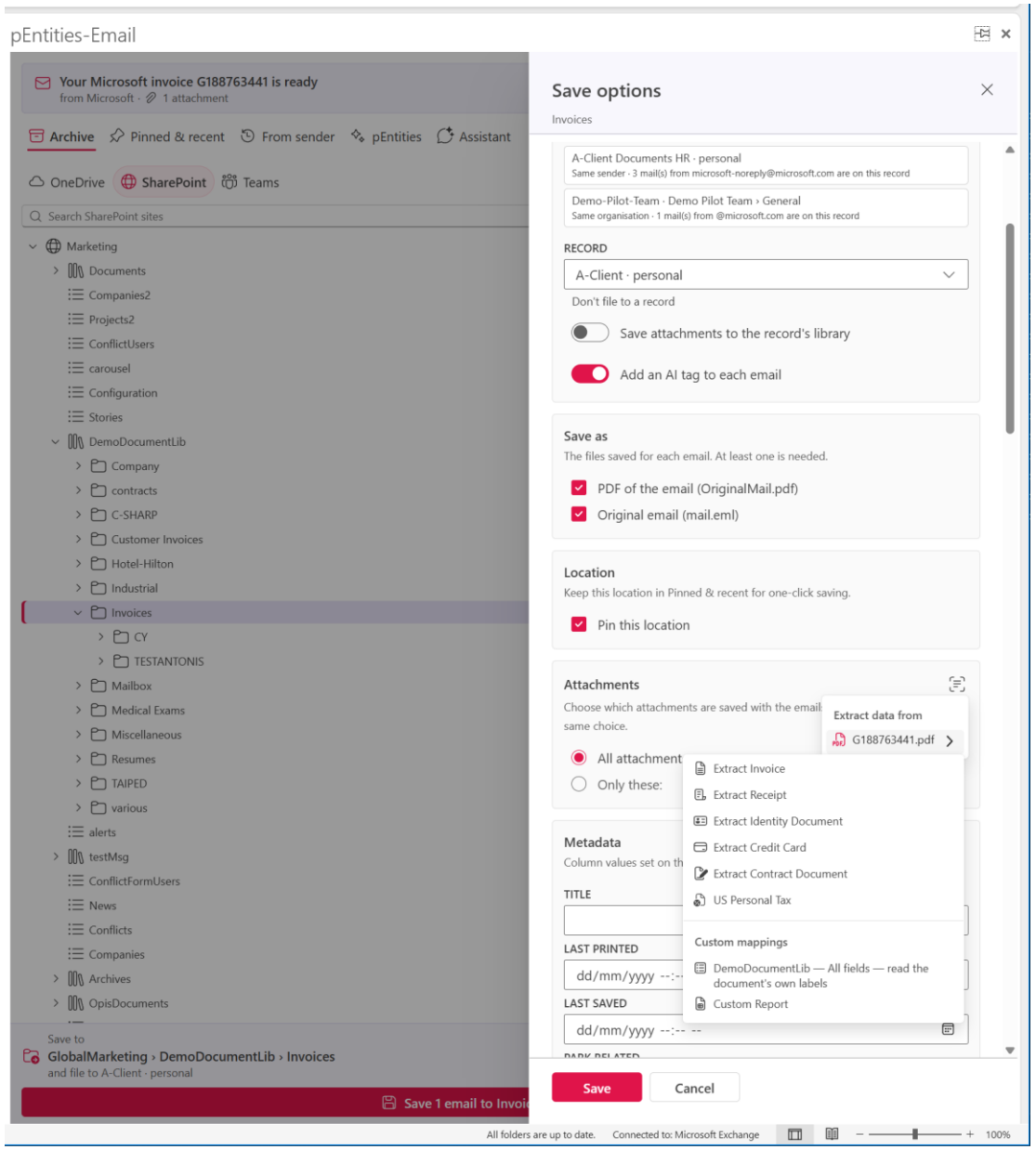


Figure 13. Choosing what to extract

Extraction Info

- **Pick the extraction method: Fill Fields** (write the values to the destination's columns), **Download JSON** or **Download CSV**.
- Before running, the tab lists which fields will be filled – only columns that exist in the destination are used; none are created.
- **Extract** runs it (up to a minute). Each value is marked Ready, Not found on the document, Column not in this destination, or Doesn't fit the column type.
- **Use N values** puts them in the Metadata of Save options; select **Save** to write them.

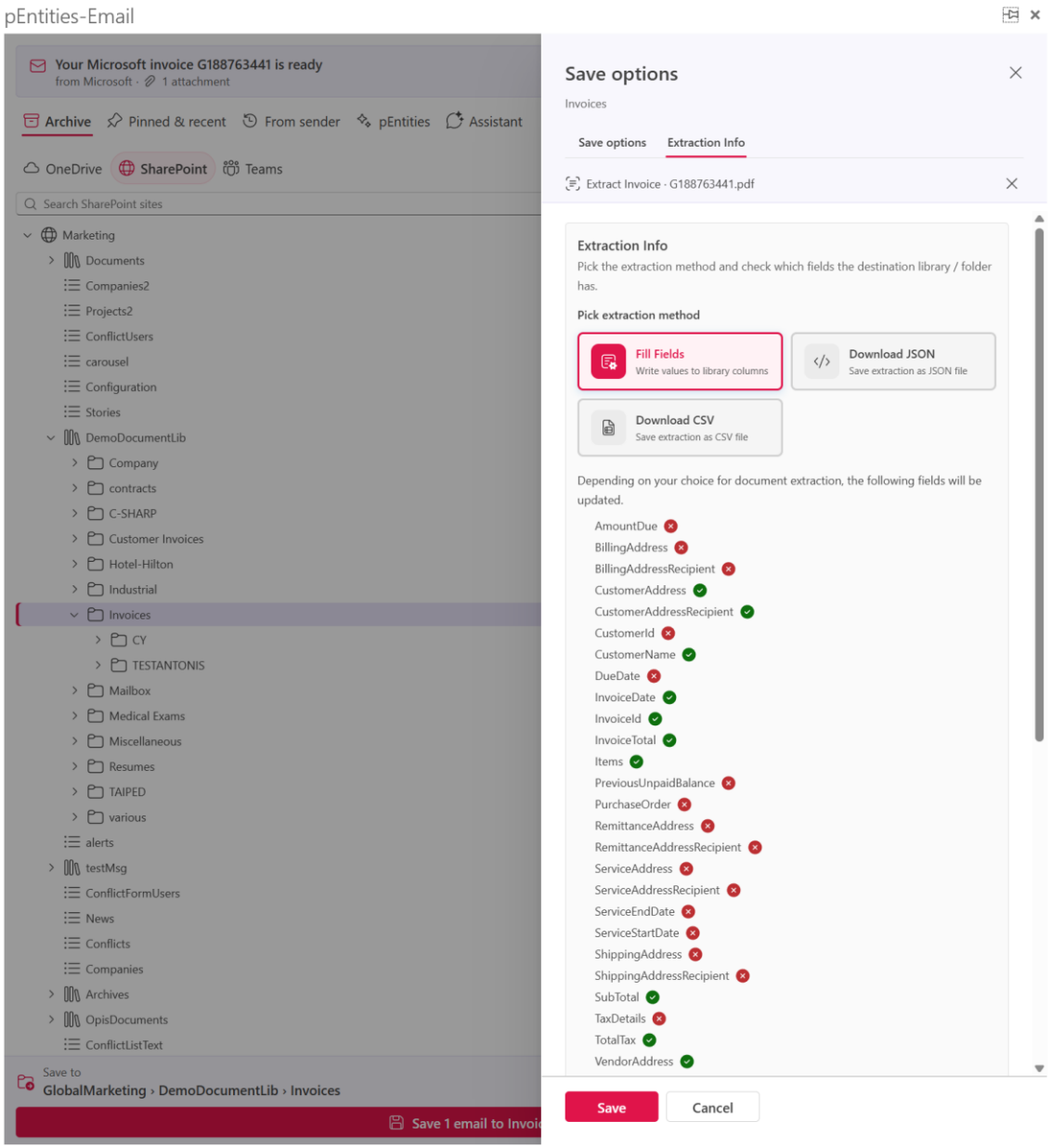


Figure 14. Extracted values ready to use

Custom mappings

A custom mapping made in pEntities is used exactly as it was saved: the same fields, read the same way, written to the same columns. Columns the destination does not have are skipped.

Save as a workflow

The last section of Save options turns what you just set up into a **pEntities workflow** that does the same for every incoming email like this one.

- **Which incoming emails:** from this sender, from this organisation (domain), subject words, only with attachments – all or any of them.
- **Extracted content (AI):** after an extraction, process only attachments whose values match (for example, supplier is ACME).
- **What it does:** file the email to the chosen record, extract the attachments and write the values to the library, mark the email as read.
- Tick **Save as a workflow**, then **Save**: the emails are saved and the workflow is created (switched on, or as a draft). It appears in pEntities → Workflows.

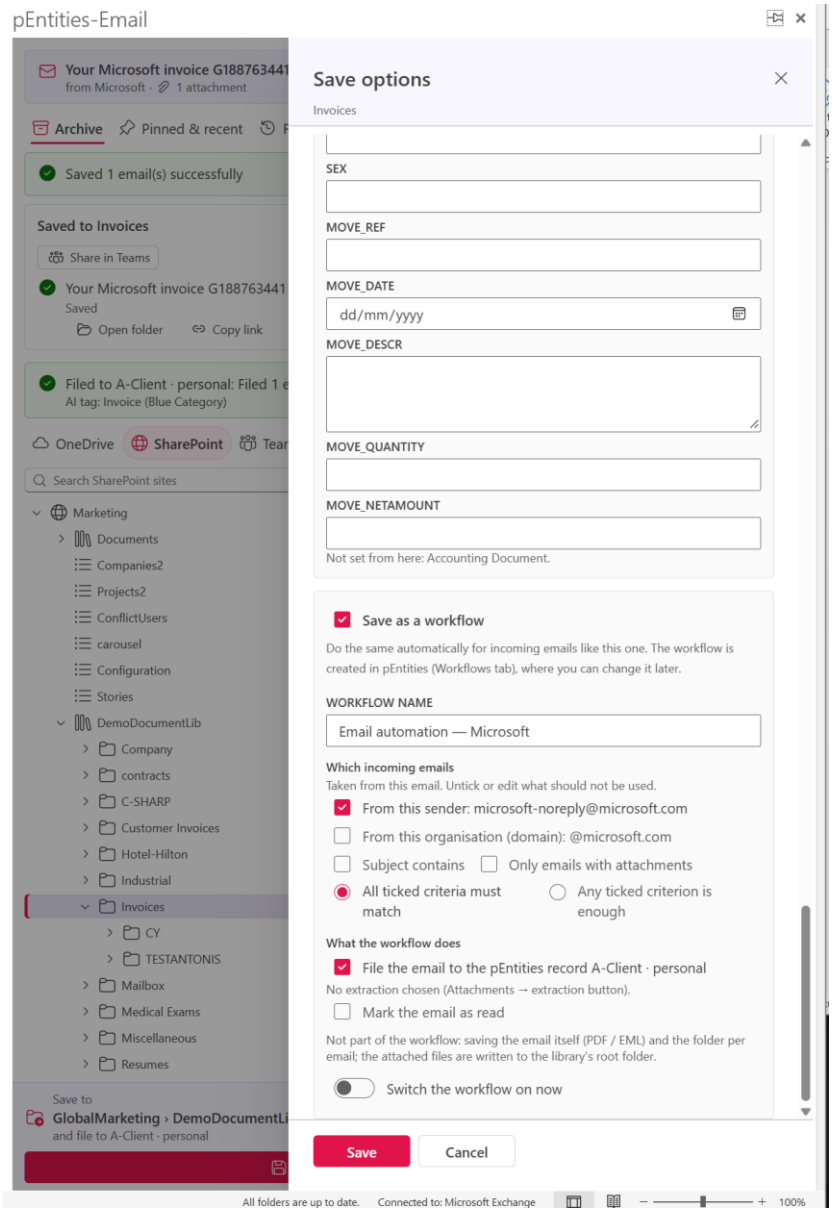


Figure 15. Saving the procedure as a workflow

The pEntities tab

The pEntities tab works on the email open in the reading pane and the record chosen at its top.

Summarise the conversation

- Choose **Brief** or **Detailed** and **Summarise**: participants, key points, decisions, action items, timeline, tone and the source messages.
- **Create To Do tasks** from the action items you tick, each with a due date and a link to the email.
- **Save to notebook** adds the summary to the record's OneNote section; **Add to the same page** updates it later.

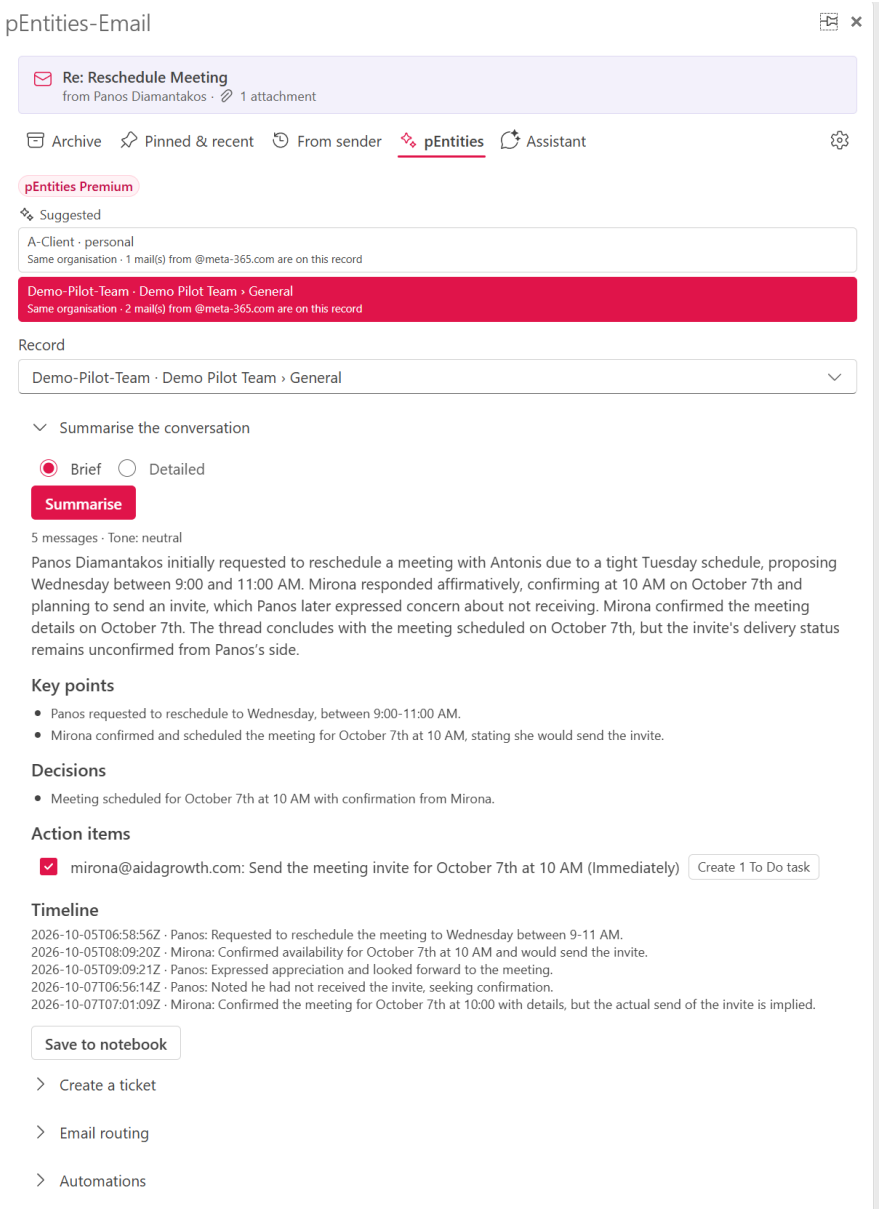


Figure 16. Summary of a conversation

Create a ticket

1. Choose the **ticket project** and, optionally, a **template**.
2. **Draft with AI** fills the title, description, type, domain and priority from the email.
3. Tick the attachments to add, then **Create ticket**. **Reply with ticket number** opens a reply to the sender.

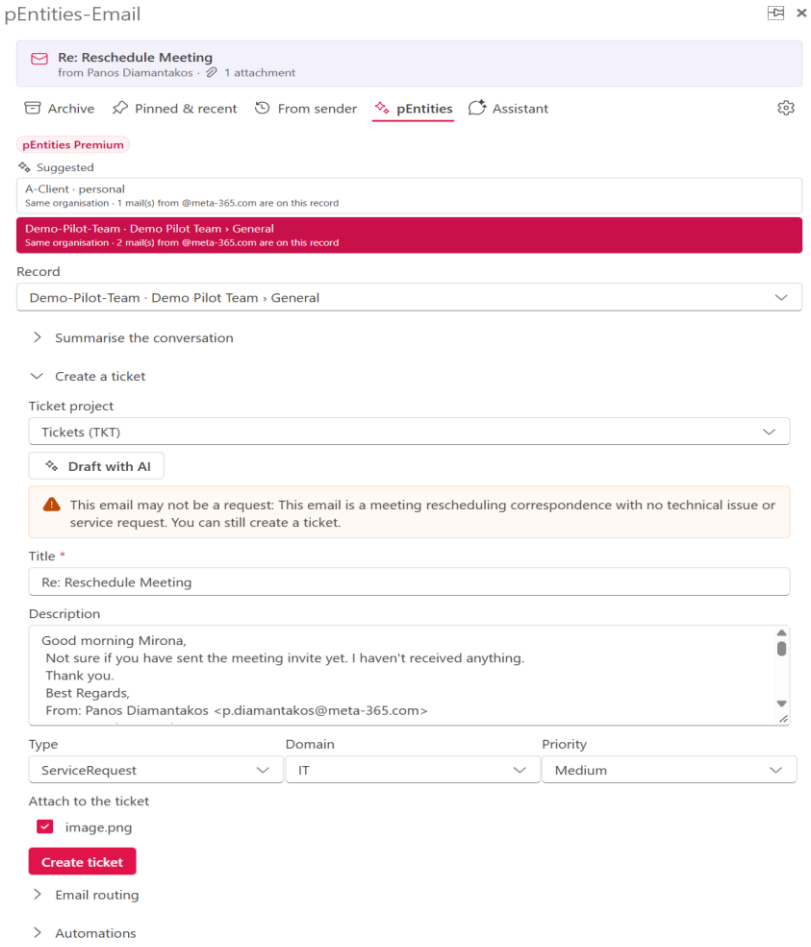


Figure 17. Creating a ticket from an email

The ticket card

When an email mentions a ticket key (for example [TKT-0042]), the ticket appears at the top of the tab: status, priority, assignee, due date and SLA. **Add this email as a comment** (optionally as an internal note), **Change status** and **Assign to me** – your role in the project decides what is allowed.

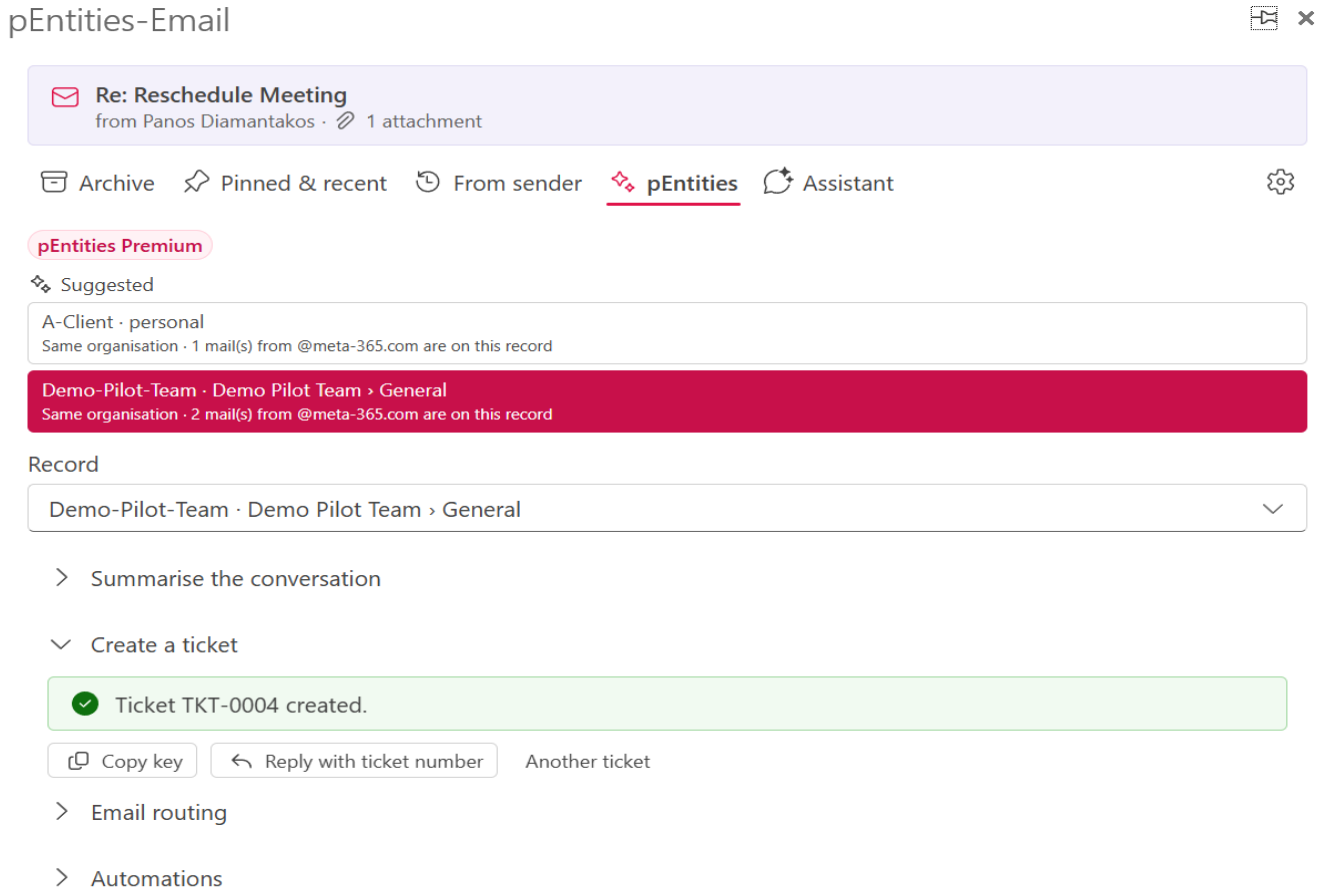


Figure 18. A ticket mentioned in the email

The desk card (shared mailboxes)

When the email is on a Comms Hub desk you belong to (a shared mailbox such as invoices@ or support@), the desk card shows its status (Unread, Read, Handled), whether it is muted, who handles it and the records it is linked to. **Mark handled / Reopen**, **Assign to me**, **Mark read / unread**, **Mute**, and **confirm or reject** each suggested link.

[Screenshot: The desk card with status, links and actions]

Figure 19. An email on a shared desk

Email routing

The record's routing rules – the same rules as in the pEntities app (record → Emails → Email Routing). **New Routing Rule** creates one in draft; set its email filter (sender address, domain or subject keyword), then switch it **Active**. Each rule shows when it last ran.

Automations

Add an automation offers ready-made email automations, set up from the open email:

- **Acknowledge automatically** – reply in the same conversation that the email was received, mark it read, move it to a folder.
- **Create tickets from emails** – the AI creates a ticket in the chosen project and can reply with the ticket number.
- **File to the record with an AI summary** – every matching email filed to the record.
- **Follow up when nobody replies** – every day, unread emails without a reply are forwarded to you or a colleague.

My automations lists your automations with what starts them, an **On / Off** switch, the last run, the **Run history** (each run and each step's result) and **Delete**.

> Automations run in pEntities as you, on your own mailbox, also when Outlook is closed. pEntities checks a limited number of email-started automations per organisation (3 at present); if more are switched on, some may not run.

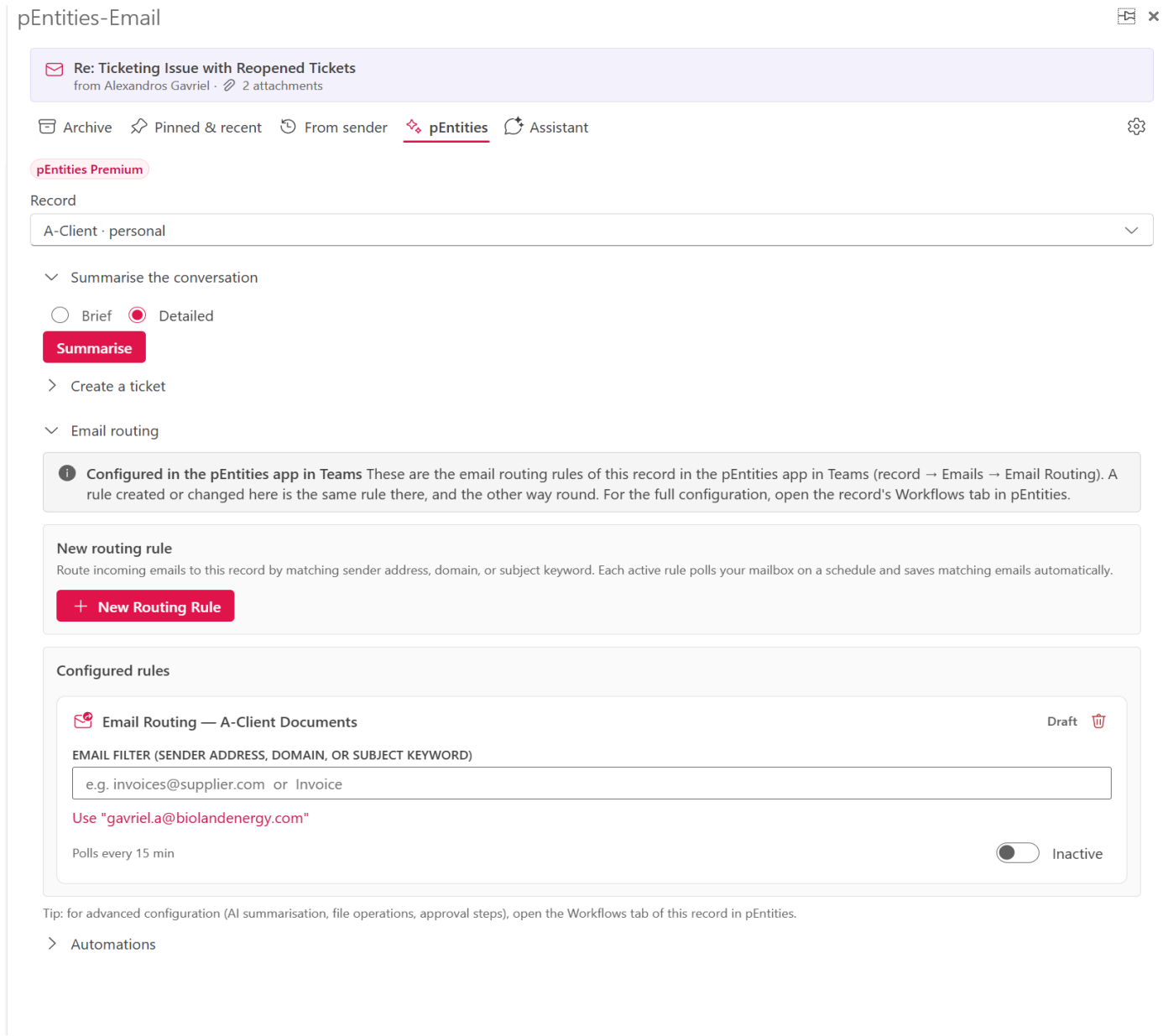


Figure 20. Email automations

Email assistant

The **Assistant** tab is the pEntities AI agent focused on email. Ask in your own words, or use the quick actions. AI-generated content may be incorrect – check it before you use it.

What the assistant knows

- **This email** – the email open in the reading pane (or the selected emails) is sent with your question; remove it with ✕.
- **Record** – the pEntities record chosen in the add-in, or one you pick with **Use a pEntities record**.

Quick actions

- **Summarise**, **Draft reply** (optionally with how to reply), **Find related**, **Action items**, **Categorise** (only your own Outlook categories), **Triage inbox**.
- **More: Follow up** (a To Do task with a date), **Translate…**, **Propose a meeting**, **Triage a shared mailbox…**, and shortcuts to tickets and archiving.

Working with the answers

- **Drafted replies: Insert as reply** or **Reply all** opens Outlook's reply window with the text – nothing is sent until you send it. **Shorter**, **More formal** and **Friendlier** rewrite it.
- **Suggested categories: Apply to this email**.
- **Tables and cards of emails:** the ⋯ menu of each email offers **Open in Outlook**, Summarise, Draft a reply, Action items and deadlines, Find related emails, Summarise the thread, Create a follow-up task.
- **Copy** any answer; **Copy table** pastes into Excel or an email.

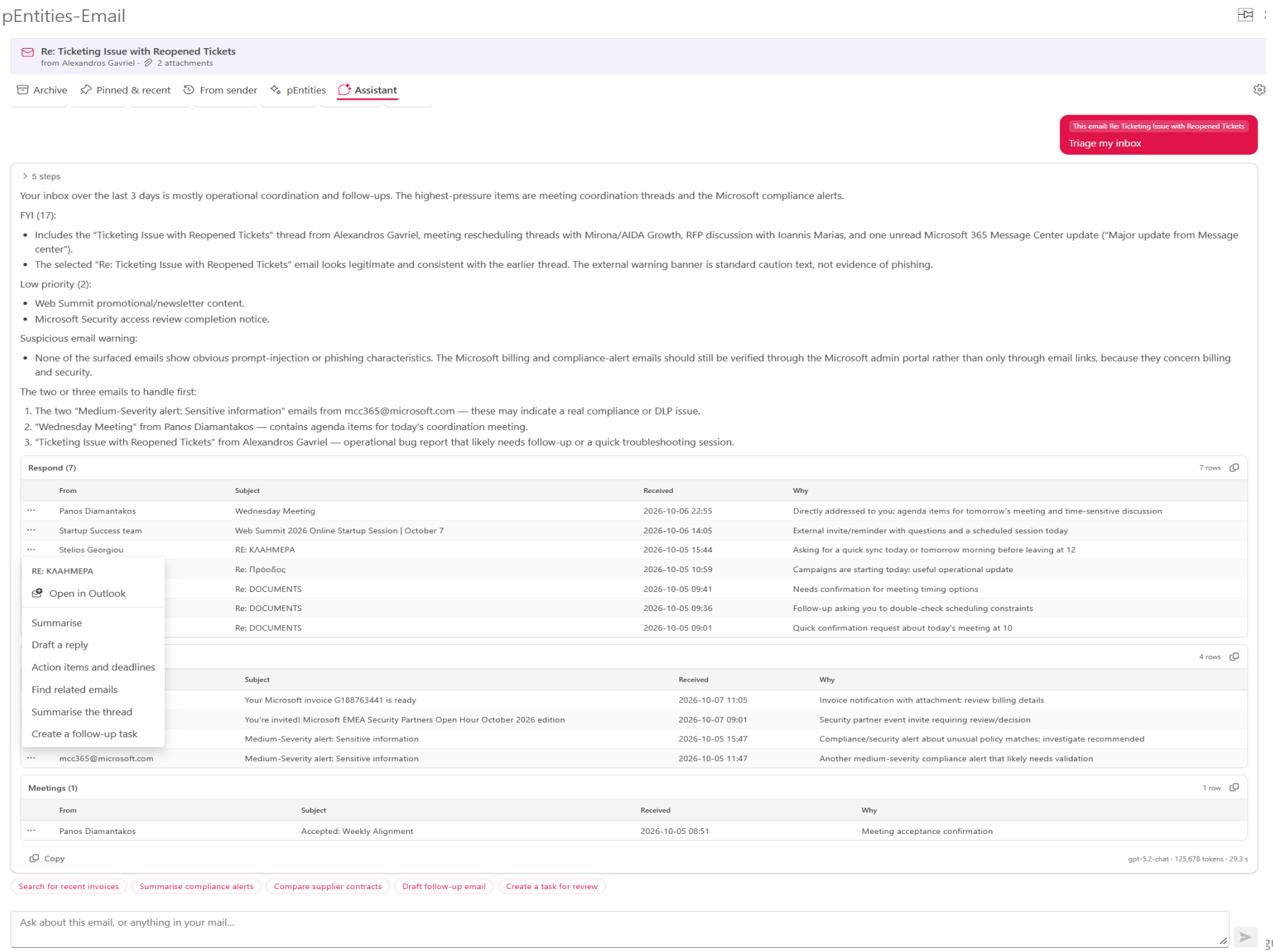

pEntities-Email
Re: Ticketing Issue with Reopened Tickets
from Alexandros Gavriel · 2 attachments
Archive
Pinned & recent
From sender
pEntities
Assistant
This email: Re: Ticketing Issue with Reopened Tickets
Triage my inbox
5 steps
Your inbox over the last 3 days is mostly operational coordination and follow-ups. The highest-pressure items are meeting coordination threads and the Microsoft compliance alerts.
FYI (17):
Includes the "Ticketing Issue with Reopened Tickets" thread from Alexandros Gavriel, meeting rescheduling threads with Mirona/AIDA Growth, RFP discussion with Ioannis Marias, and one unread Microsoft 365 Message Center update ("Major update from Message center").
The selected "Re: Ticketing Issue with Reopened Tickets" email looks legitimate and consistent with the earlier thread. The external warning banner is standard caution text, not evidence of phishing.
Low priority (2):
Web Summit promotional/newsletter content.
Microsoft Security access review completion notice.
Suspicious email warning:
None of the surfaced emails show obvious prompt-injection or phishing characteristics. The Microsoft billing and compliance-alert emails should still be verified through the Microsoft admin portal rather than only through email links, because they concern billing and security.
The two or three emails to handle first:
1. The two "Medium-Severity alert: Sensitive information" emails from mcc365@microsoft.com — these may indicate a real compliance or DLP issue.
2. "Wednesday Meeting" from Panos Diamantakos — contains agenda items for today's coordination meeting.
3. "Ticketing Issue with Reopened Tickets" from Alexandros Gavriel — operational bug report that likely needs follow-up or a quick troubleshooting session.
Respond (7)
7 rows
From
Subject
Received
Why
Panos Diamantakos
Wednesday Meeting
2026-10-06 22:55
Directly addressed to you; agenda items for tomorrow's meeting and time-sensitive discussion
Startup Success team
Web Summit 2026 Online Startup Session | October 7
2026-10-06 14:05
External invite/reminder with questions and a scheduled session today
Stelios Georgiou
RE: ΚΛΑΗΜΕΡΑ
2026-10-05 15:44
Asking for a quick sync today or tomorrow morning before leaving at 12
Re: Πρόοδος
2026-10-05 10:59
Campaigns are starting today; useful operational update
Re: DOCUMENTS
2026-10-05 09:41
Needs confirmation for meeting timing options
Re: DOCUMENTS
2026-10-05 09:36
Follow-up asking you to double-check scheduling constraints
Re: DOCUMENTS
2026-10-05 09:01
Quick confirmation request about today's meeting at 10
RE: ΚΛΑΗΜΕΡΑ
Open in Outlook
Summarise
Draft a reply
Action items and deadlines
Find related emails
Summarise the thread
Create a follow-up task
4 rows
Subject
Received
Why
Your Microsoft invoice G188763441 is ready
2026-10-07 11:05
Invoice notification with attachment; review billing details
You're invited! Microsoft EMEA Security Partners Open Hour October 2026 edition
2026-10-07 09:01
Security partner event invite requiring review/decision
Medium-Severity alert: Sensitive information
2026-10-05 15:47
Compliance/security alert about unusual policy matches; investigate recommended
mcc365@microsoft.com
Medium-Severity alert: Sensitive information
2026-10-05 11:47
Another medium-severity compliance alert that likely needs validation
Meetings (1)
1 row
From
Subject
Received
Why
Panos Diamantakos
Accepted: Weekly Alignment
2026-10-05 08:51
Meeting acceptance confirmation
Copy
gpt-5.2-chat · 125,678 tokens · 29.3 s
Search for recent invoices
Summarise compliance alerts
Compare supplier contracts
Draft follow-up email
Create a task for review
Ask about this email, or anything in your mail...

Figure 21. Inbox triage and actions on an email

Approvals and questions

Before the assistant sends, changes or deletes anything, it shows an **approval card** with what it will do and any warnings (for example an external recipient). **Approve**, **Edit** the details first, or **Reject**. When it needs an answer it asks a **question** with choices.

Conversations and models

Conversations lists earlier conversations (shared with the pEntities app in Teams); **New conversation** starts over. The model list shows the AI models your organisation allows.

While you write

In a new email or a reply, choose **pEntities** on the ribbon. Choose the **record** the email belongs to (a reply suggests one).

Insert from the record

- The record's documents and archived email attachments are listed; tick the ones you need.
- **Attach copies** – attached to the email (files up to 20 MB).
- **Insert links** – links for colleagues, who open them with their own access.

Secure link with answer

1. Tick the documents and choose **Secure link…**.
2. Keep or change the **PIN**, choose when it **expires** (6 hours to 7 days) and who receives the answer.
3. **Create and insert link** puts the link in the email. The PIN is never in the email: **Write the PIN email** opens a separate email to the same recipients.
4. The recipient opens the documents with the PIN and answers **Approve** or **Reject**; pEntities emails you the answer.

File after sending

Tick **File this email to … after it is sent**. Once it is in Sent Items, pEntities-Email files it to the record the next time its pane is open in Outlook (or within a few minutes if the pane is pinned), and tells you.

[Screenshot: The compose pane with record, documents, secure link and File after sending]

Figure 22. Working while you write

Part IV.

Troubleshooting and support.

Answers to the questions users and administrators ask most.

Common questions

Question	Answer
The button is there but no pane opens.	Restart Outlook (or reload Outlook on the web). If it still does not open, ask your administrator to check the deployment in Integrated apps.
“Your organisation's administrator needs to approve pEntities-Email.”	An administrator grants consent once for the organisation (Part I, Signing in and permissions).
“Outlook blocked the sign-in window.”	Allow pop-ups for the add-in and select Sign in again.
The pEntities tab shows what Premium adds, but we use pEntities.	Your organisation's pEntities app needs admin consent, or your account has no Premium yet. Select Check again after your administrator has set it up.
A feature says “isn't enabled for your account”.	Your administrator switches the permission on for you in pEntities (Part III, What Premium needs).
“A folder for this email already exists here.”	The email was saved there before. Choose Save as copy or Add to folder.
Pictures are missing in an email preview.	Pictures from web addresses starting with http:// (not https://) are blocked by the browser; pictures inside the email are shown.
An email I marked “File after sending” is not on the record yet.	It is filed the next time the pEntities-Email pane is open in Outlook. Emails not found in Sent Items within 7 days are not filed.
An automation does not run.	Check it is On in My automations and look at its Run history. pEntities runs a limited number of email-started automations per organisation.
The pane does not follow my Outlook theme.	Settings → Theme: Follow Outlook, Light or Dark. Some Outlook versions do not tell add-ins when the theme changes; close and reopen the pane.

Contact support

Contact META-365 support: https://meta-365.com/contactus/

Please include the Outlook version, what you selected and the message shown. Screenshots help.

More about pEntities: https://meta-365.com/solutions/pentities