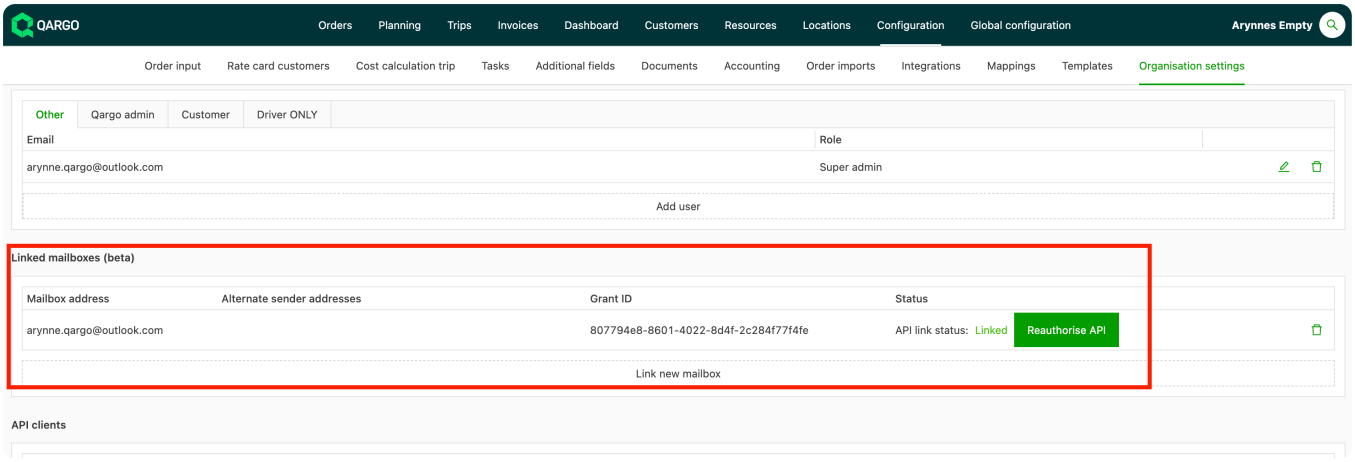
3. Email Intelligence: Install Outlook Extension

This article provides information on how to install the Outlook extension required to complete the Email Intelligence configuration.

Updated 16 March 2026

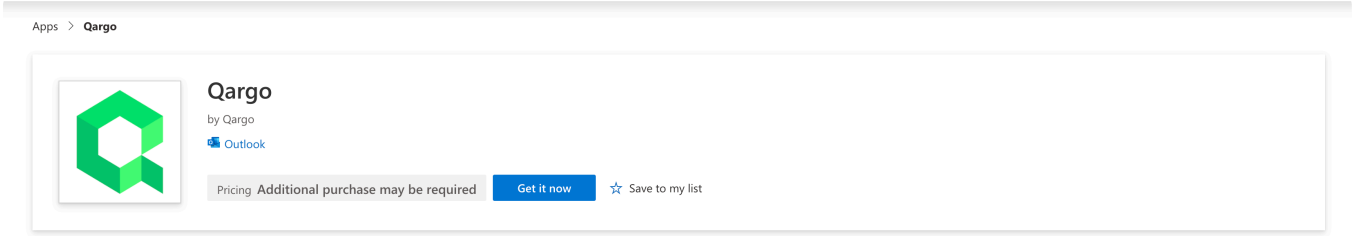
Before downloading the Email Extension, users MUST have a **Linked Mailbox**, read more HERE.



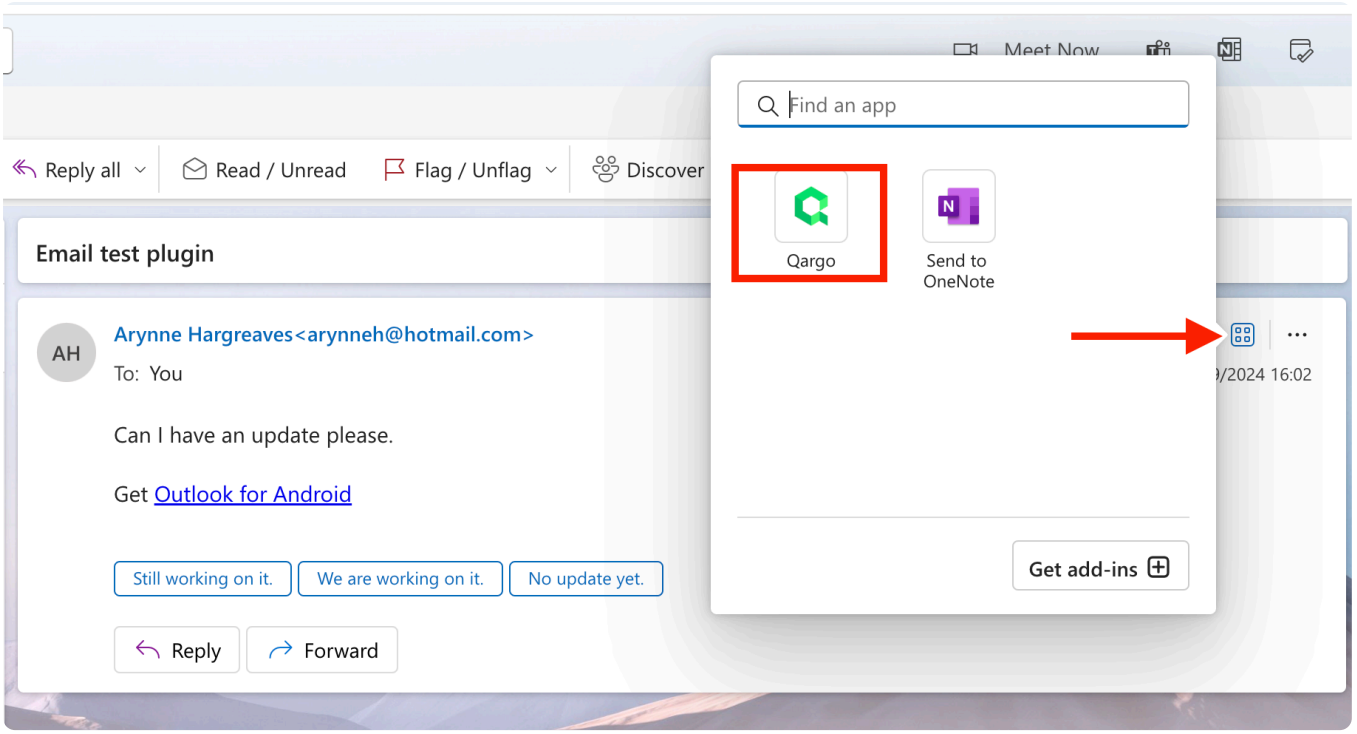
Qargo need access to your mailbox otherwise the outlook extension won't work.

Installing the extension

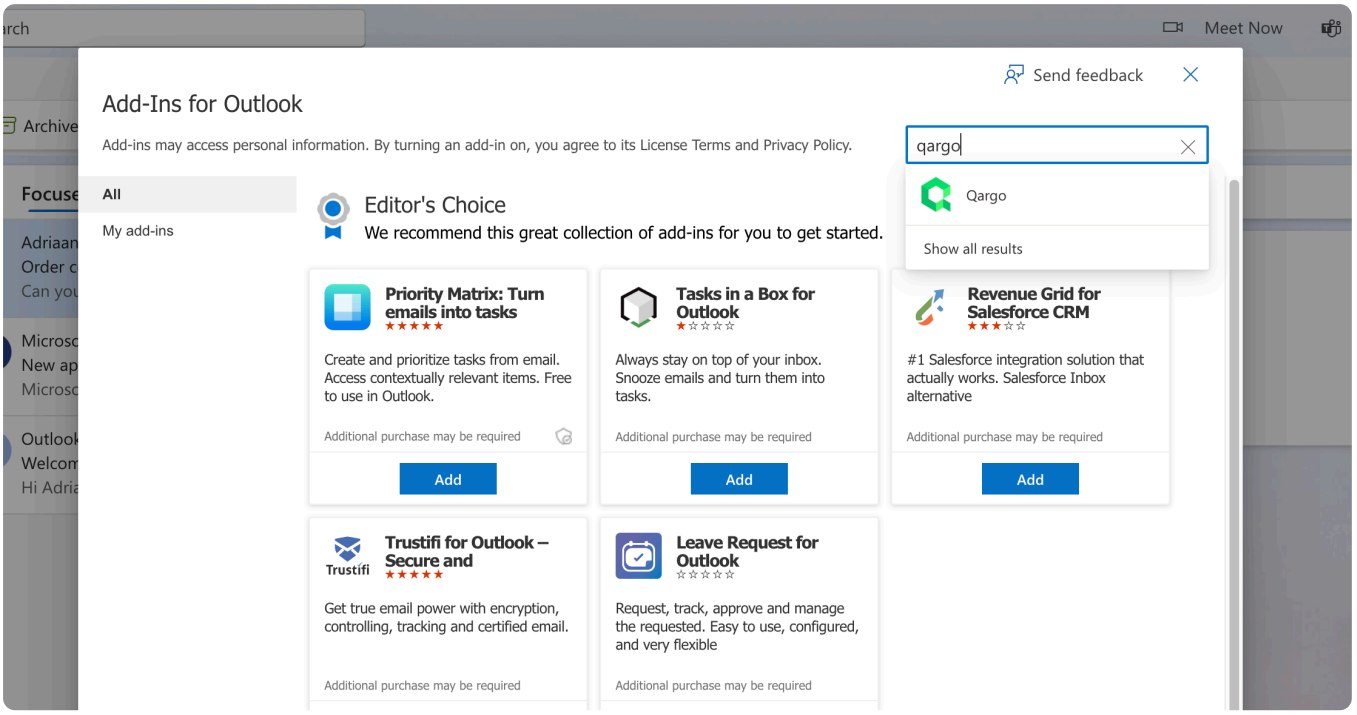
Start by going to this link and click 'Get it now'.



Select an email in Outlook and click on the **Add-Ins** icon



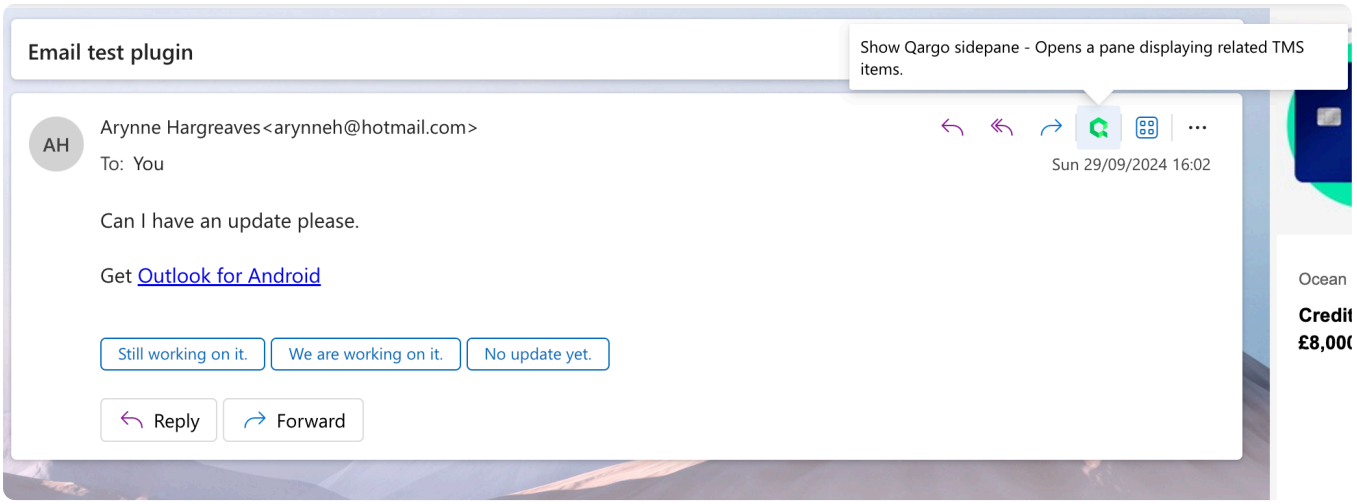
Select **"Get Add-Ins"** and then search for Qargo.



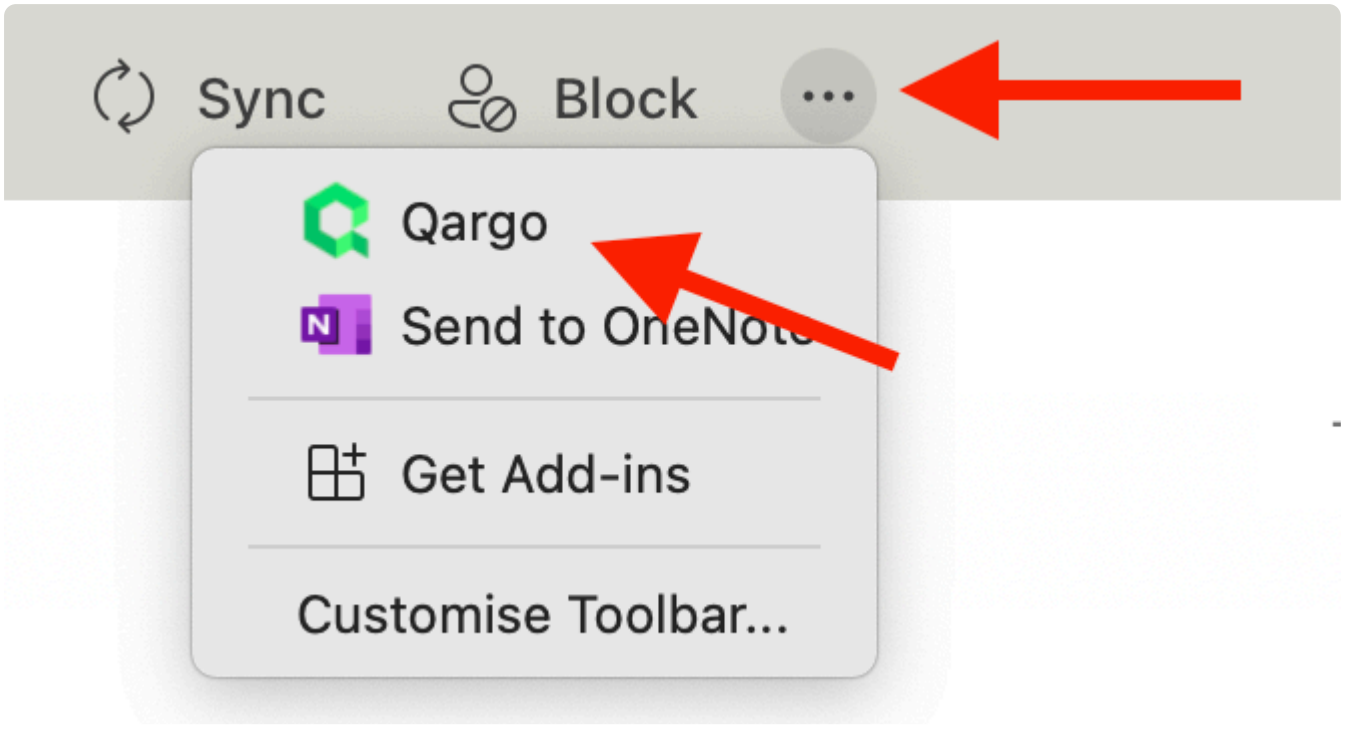
Using the extension

Once you have the extension installed you can click the icon to open it. **Note:** It will appear slightly differently if you are using Outlook App or Desktop.

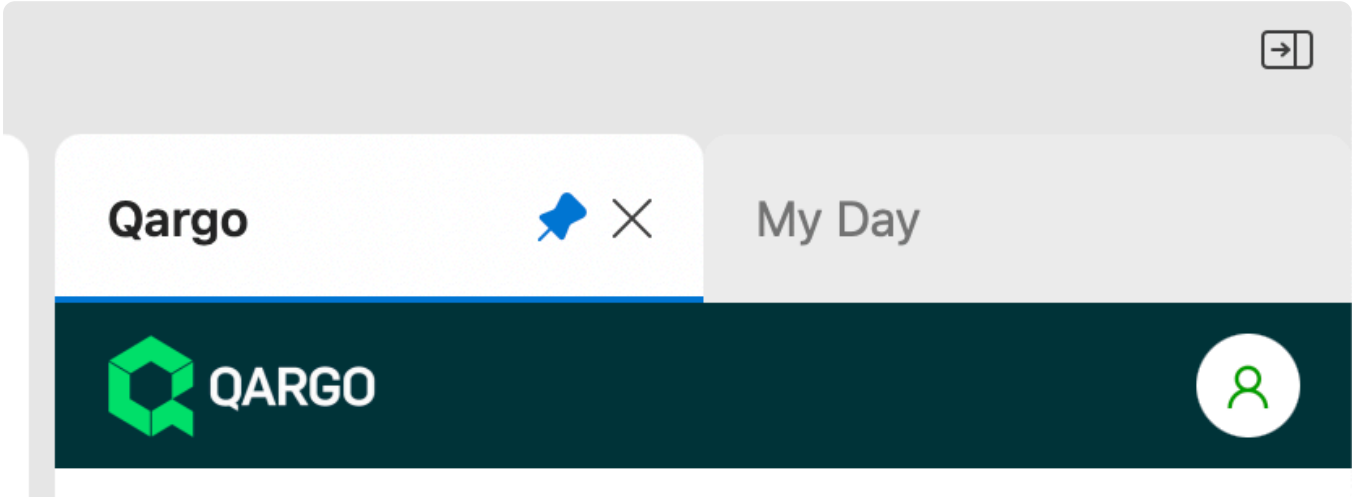
Outlook App (Qargo Icon).



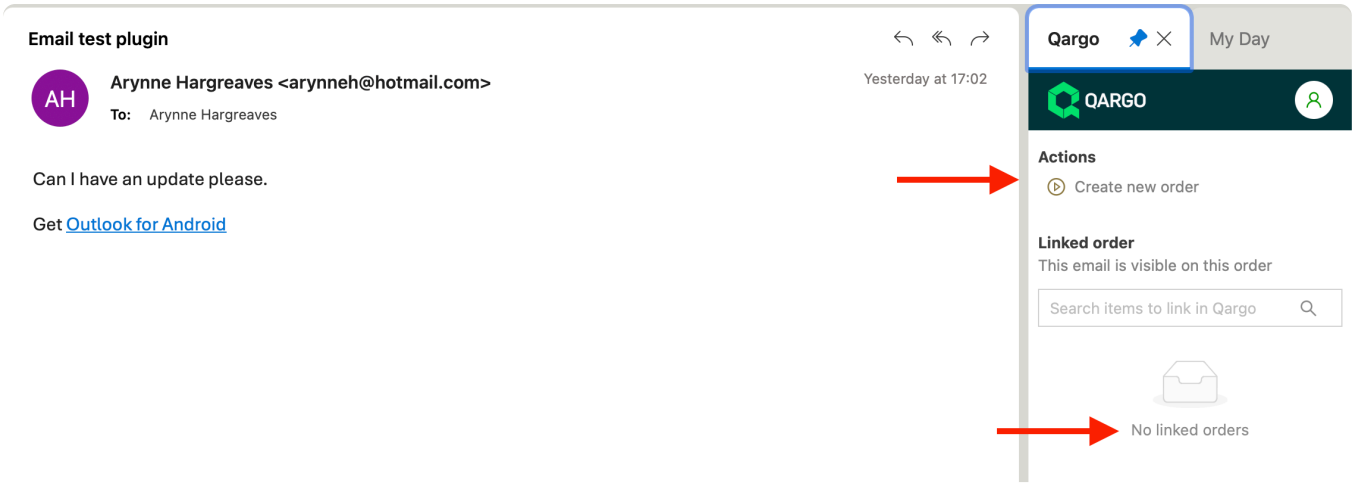
Outlook Desktop (3 dots then select Qargo).



DESKTOP ONLY! You can click the 'pin' button to make sure the Qargo side pane remains open when switching between emails. This will show you Qargo inside Outlook.



Once you have completed the set up and linked your mailbox, you will have an **ACTIONS** section in the Qargo pane. This will give you options to Create a New Order or Link an existing order.



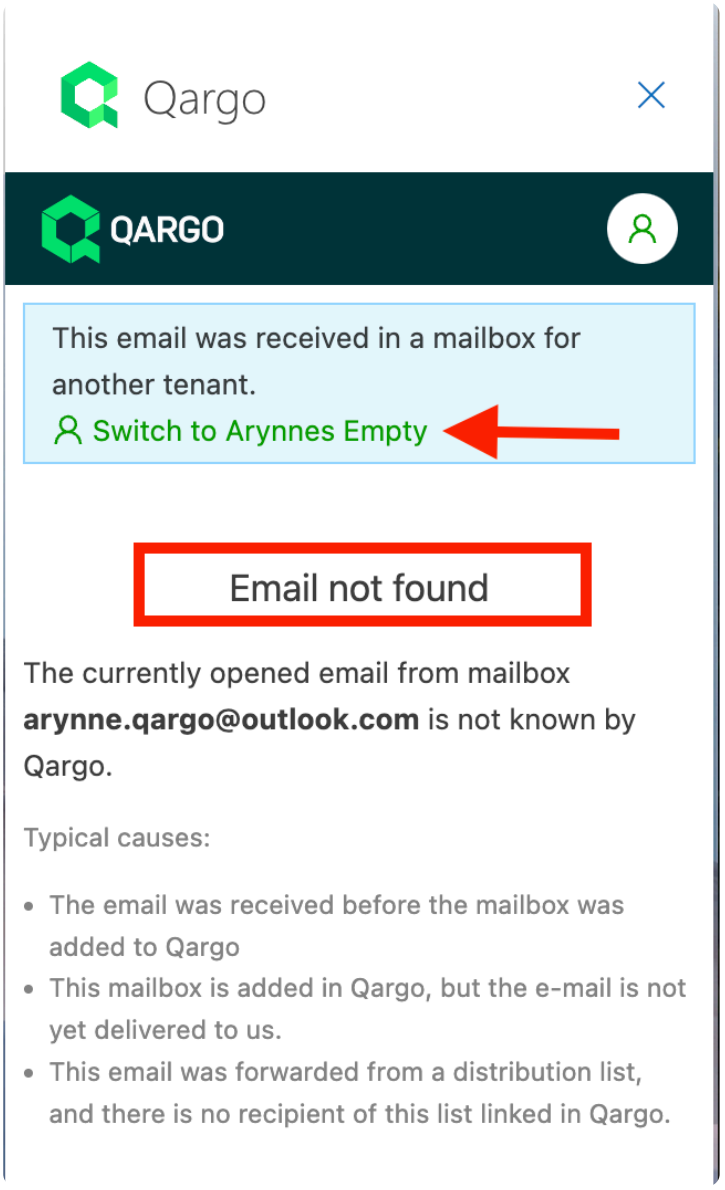
Next Step:

Create & Link Orders. Click HERE.

💡 TIPS:

Users must be using the 'new' Outlook. Toggle this on in the upper right corner.

It is only possible to link a mailbox to one Qargo tenant. This is the message you will see if you are trying to use the Qargo extension on an email that is associated to a different Qargo Tenant.


Qargo
QARGO
This email was received in a mailbox for another tenant.
Switch to Arynnes Empty
Email not found
The currently opened email from mailbox arynne.qargo@outlook.com is not known by Qargo.
Typical causes:
The email was received before the mailbox was added to Qargo
This mailbox is added in Qargo, but the e-mail is not yet delivered to us.
This email was forwarded from a distribution list, and there is no recipient of this list linked in Qargo.