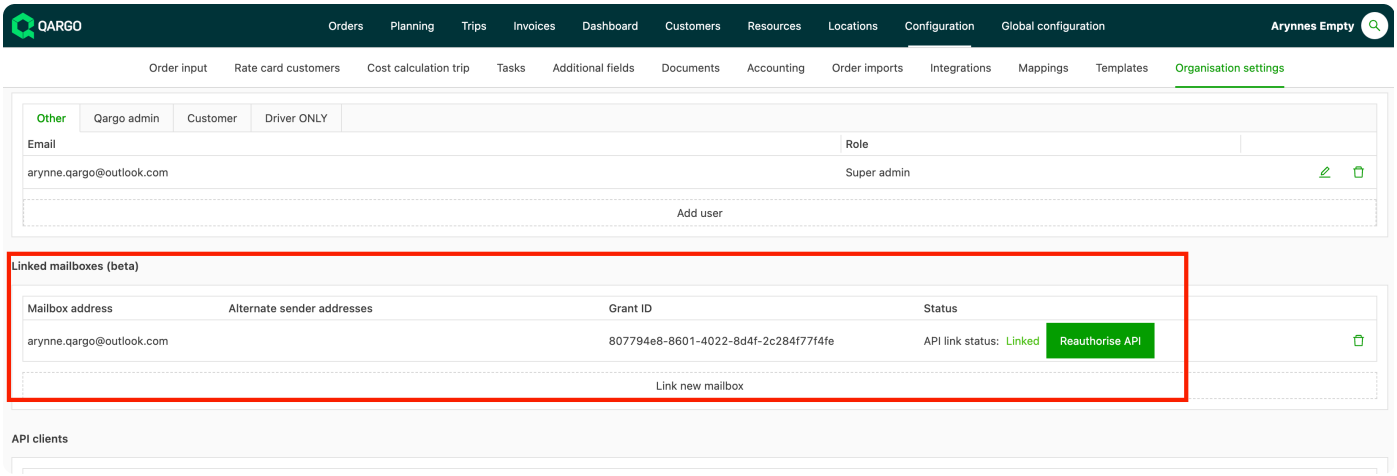
3. Email Intelligence: Install the Outlook extension

This article explains how to install the Outlook extension required to complete the Email Intelligence configuration.

Updated March 16, 2026

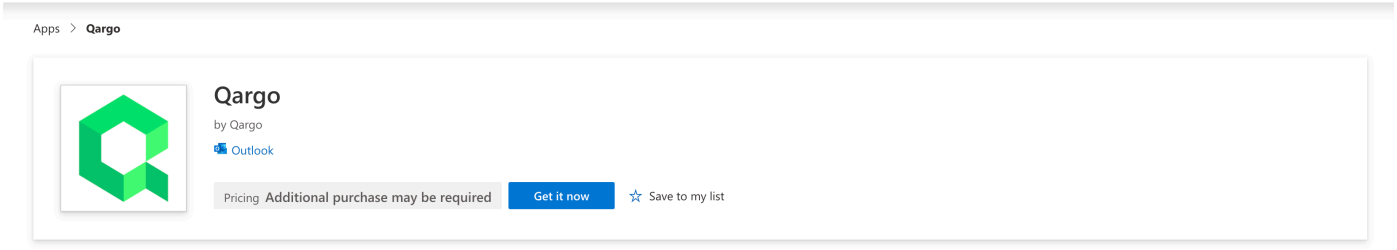
Before downloading the Email Extension, users must have a **Linked Mailbox**. Read more here.



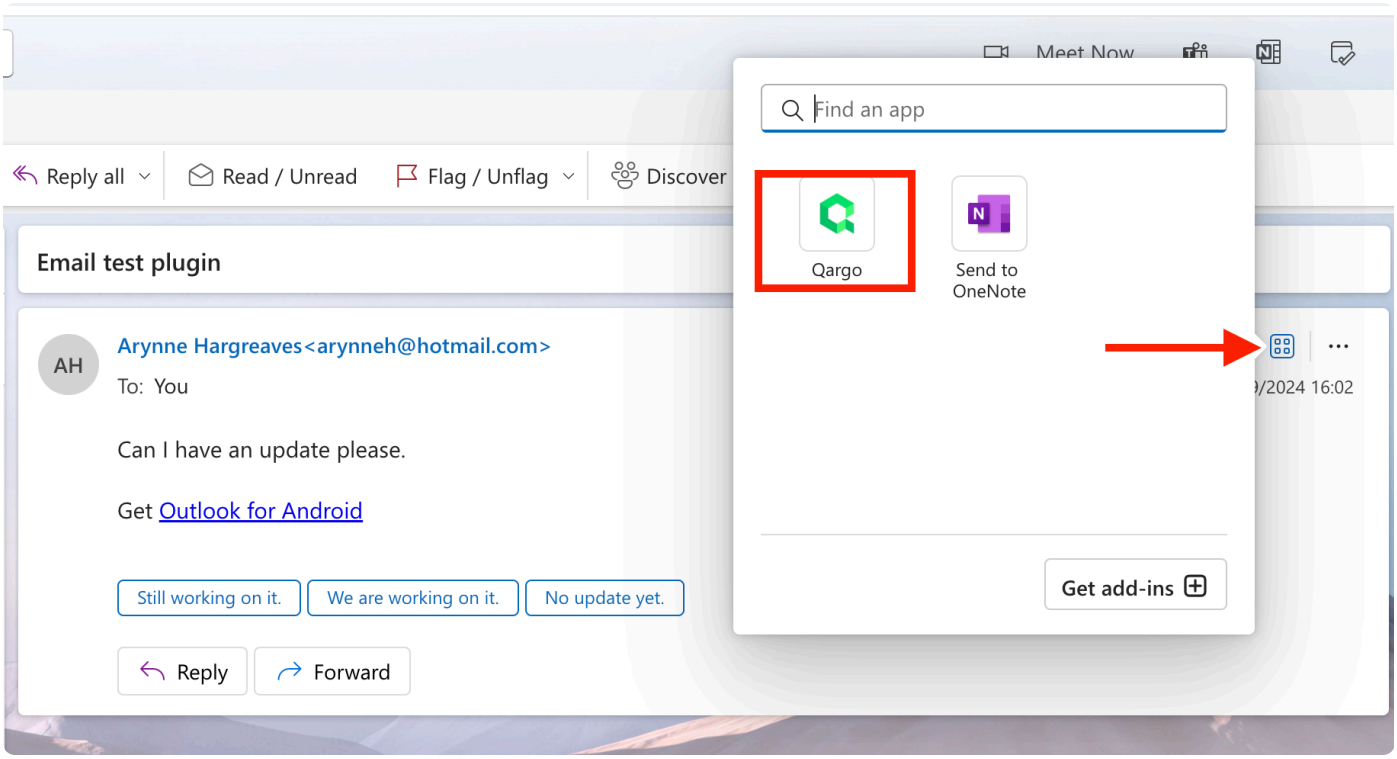
Qargo needs access to the mailbox; otherwise, the Outlook extension won't work.

Installing the extension

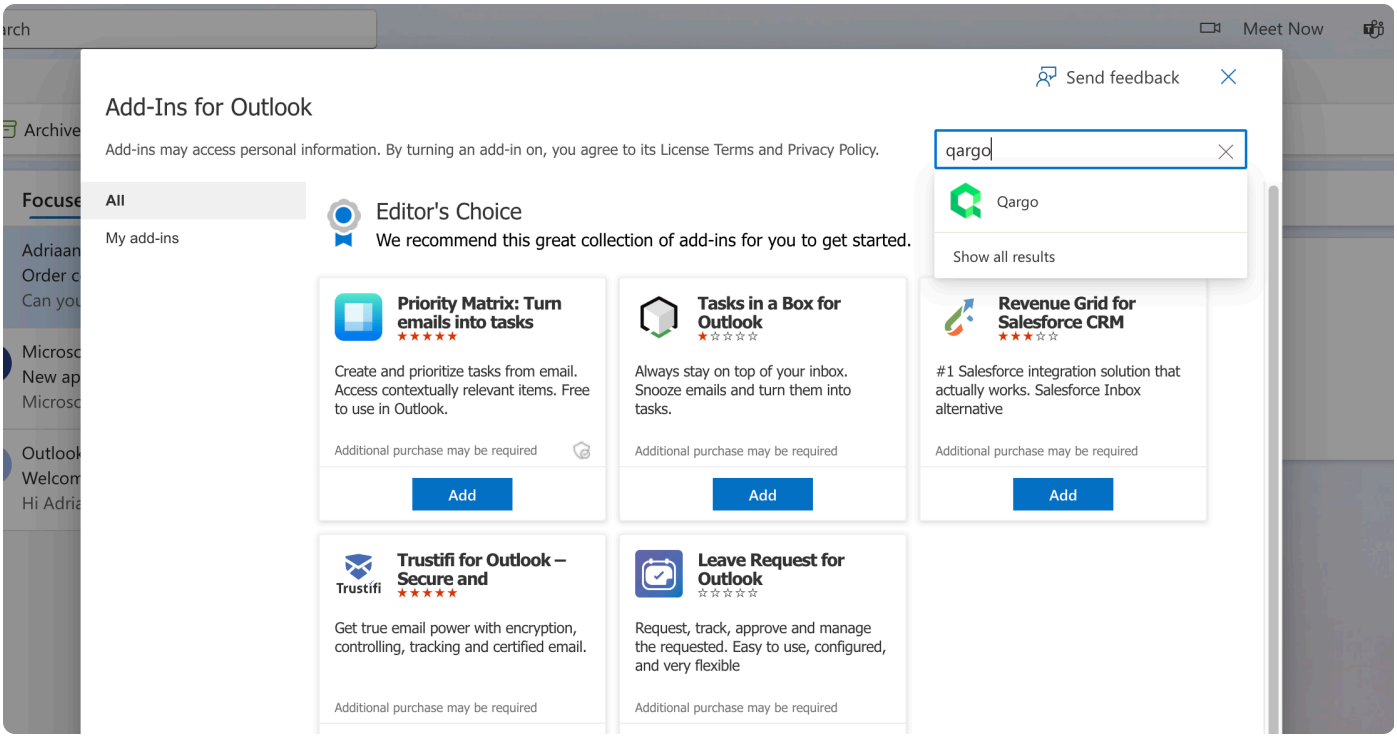
Start by going to this link and clicking 'Get it now'.



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



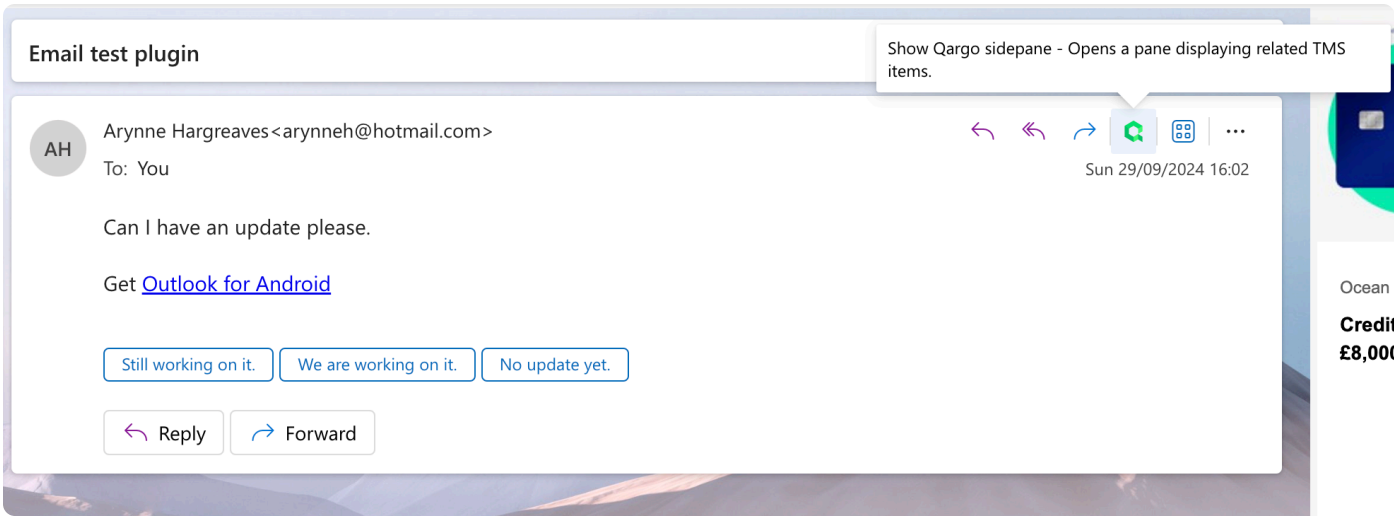
Select **"Get Add-Ins"** and then search for Qargo.



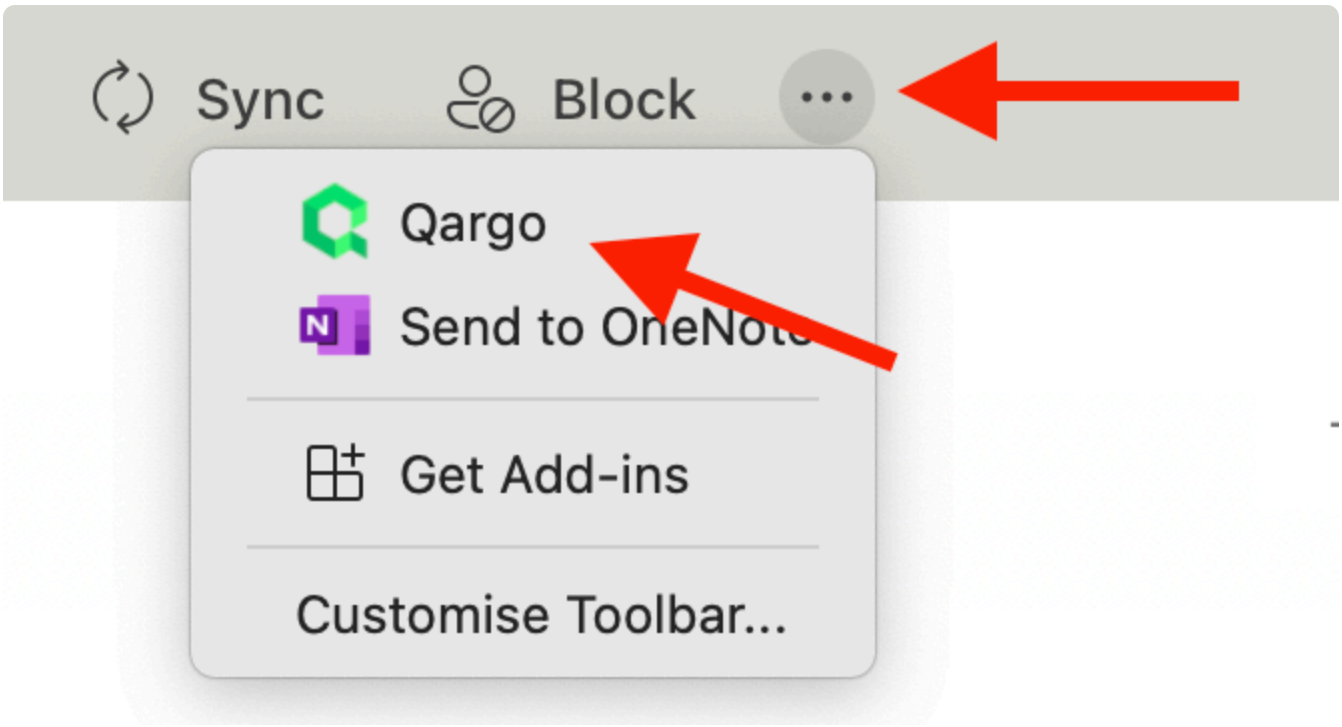
Using the extension

Once the extension is installed, click the icon to open it. **Note:** It appears slightly differently in the Outlook app and in Outlook desktop.

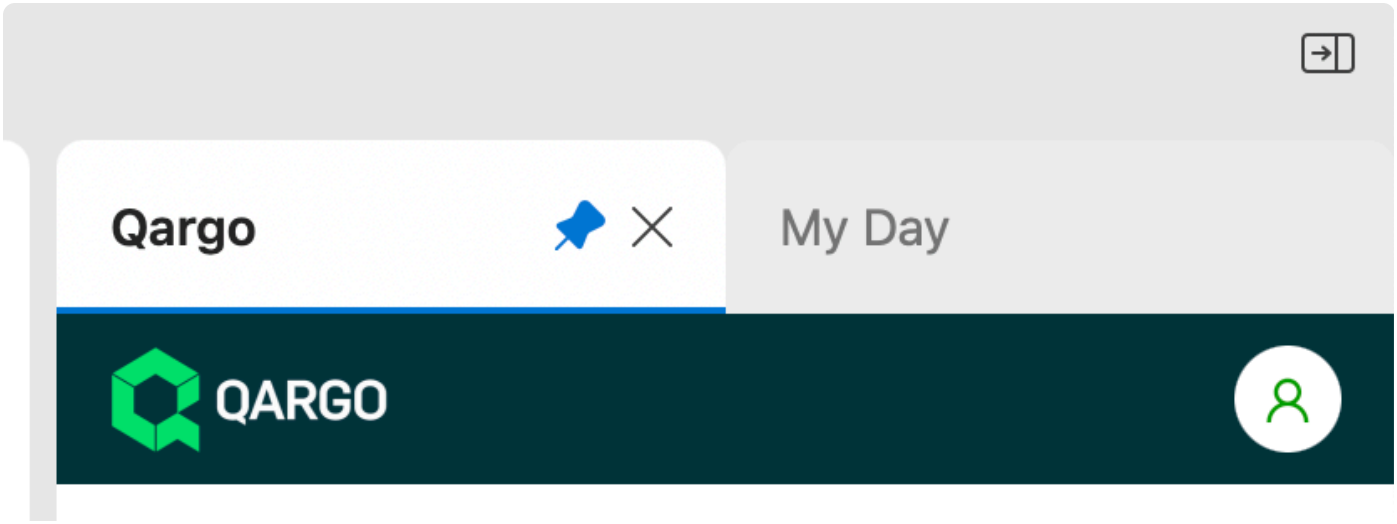
Outlook app (Qargo icon).



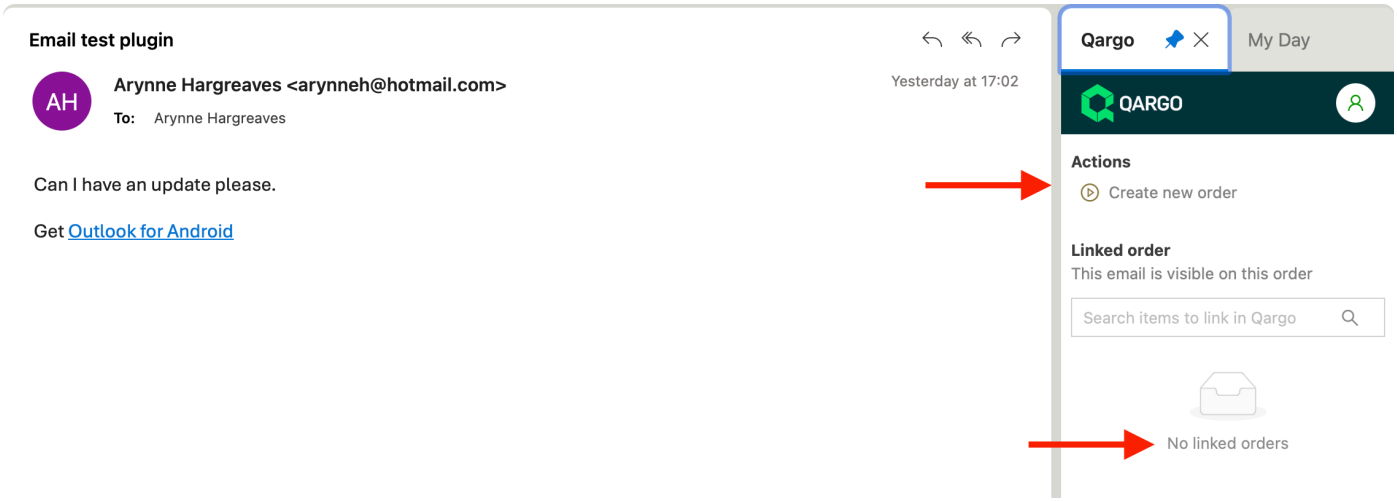
Outlook desktop (three dots, then select Qargo).



Desktop only! Click the 'pin' button to keep the Qargo side pane open when switching between emails. This shows Qargo inside Outlook.



Once the setup is complete and the mailbox is linked, an **Actions** section appears in the Qargo pane. It offers options to create a new order or link an existing order.



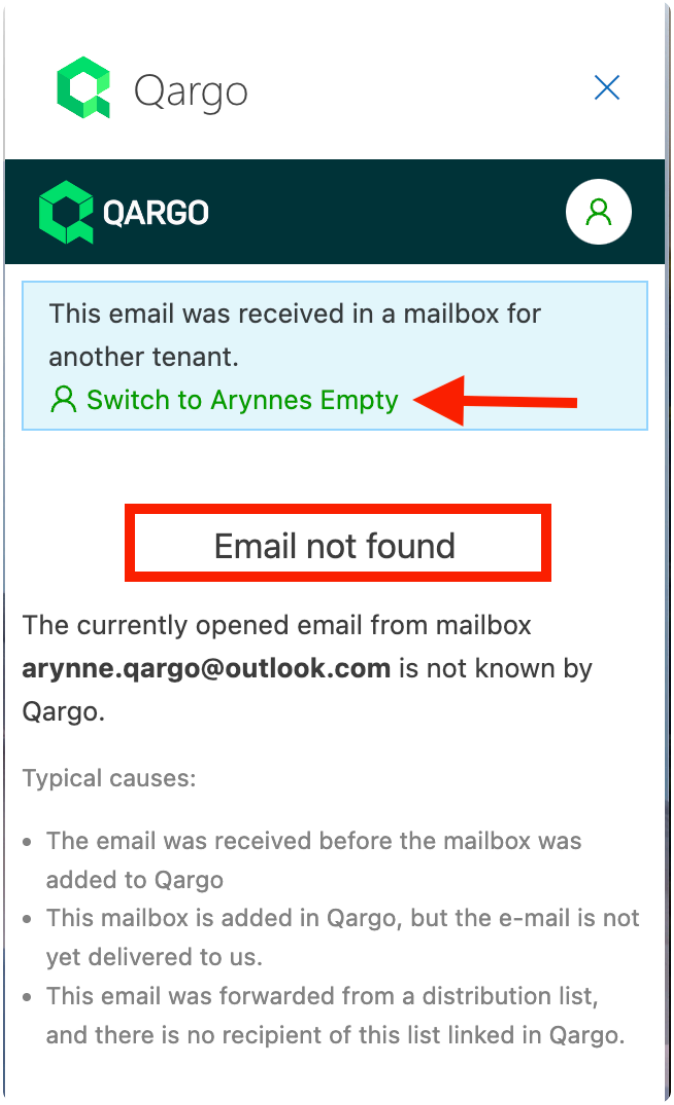
Next step:

Create and link orders. Click here.

💡 Tips:

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

A mailbox can only be linked to one Qargo tenant. The message below appears when the Qargo extension is used on an email that is associated with 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.