Integrations

Link Outlook with a different account

Do you want to change the Outlook integration (mail or calendar) in Claritalk to a different Microsoft account, for example because a personal account was accidentally linked instead of your work account? Simply linking again is not enough: Microsoft remembers your sign-in and silently chooses the same account again. With the three steps below, you will see the account selection.

Why you don't get an account choice

When linking, Claritalk sends you to Microsoft's sign-in page. If you are still signed in there in your browser, Microsoft skips the selection screen and immediately links again with that signed-in account. To switch accounts, you must first sign out of Microsoft, and only then link again.

Switch accounts in three steps

1. **Unlink Outlook in Claritalk.** Go to the Marketplace in your Claritalk profile and unlink the Outlook integration there (mail and/or calendar).
2. **Sign out of Microsoft.** Go to config.office.com and log out there. This way Microsoft forgets the sign-in of the account you no longer want to use.
3. **Link Outlook again in Claritalk.** Go back to the same Marketplace page and link Outlook again. Microsoft will now show the account selection screen: choose the account you want to use from now on and complete the permission steps.

Good to know
This method applies to both the **Outlook Mail** and the **Outlook Calendar integration**. If you are switching both, unlink both in step 1 and link them both again in step 3 with the correct account.

Work account from your organization
If you choose a work account and Microsoft asks for administrator approval, the IT administrator of your organization must first approve the Claritalk app. See Approval from your administrator for this.

Check if it worked

- Open the Marketplace and check which account is listed for the Outlook integration.

- For the calendar integration: check whether your appointments from the correct account appear in Claritalk.

Doesn't work?
Email support@claritalk.com with the email address of the account you want to link and a screenshot of where it gets stuck, and we'll be happy to help you.

See also: Integration overview Approval from your administrator
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