IM in Outlook Web App

You don't have to open Lync to have an IM conversation with people in your organization's address book. You can start or accept an IM session with someone directly from Outlook Web App.
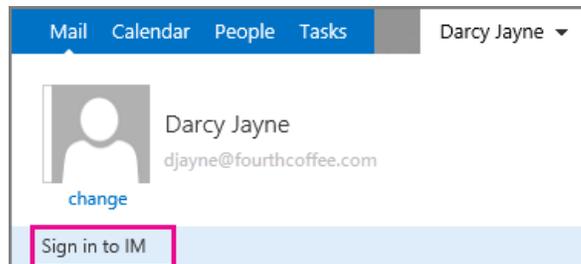
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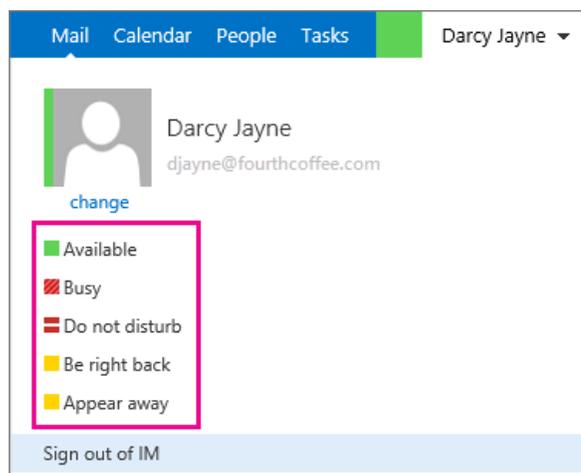⇩ Use Outlook Web App to sign in and manage your IM status

⇩ To start an IM

⇩ To accept an IM request

Use Outlook Web App to sign in and manage your IM status

You can sign in to IM by selecting your name at the top of the Outlook Web App window, then selecting Sign in to IM.
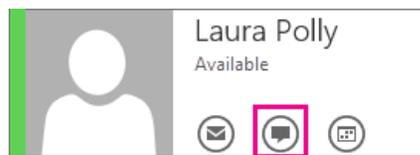

Once you're signed in to IM, select your name again, then select your status.


To start an IM session

Find the person you want to send an instant message to. You can look them up in People, or find a message from them and select their name to see their contact card. Select IM 💬 to open an IM session with that person.
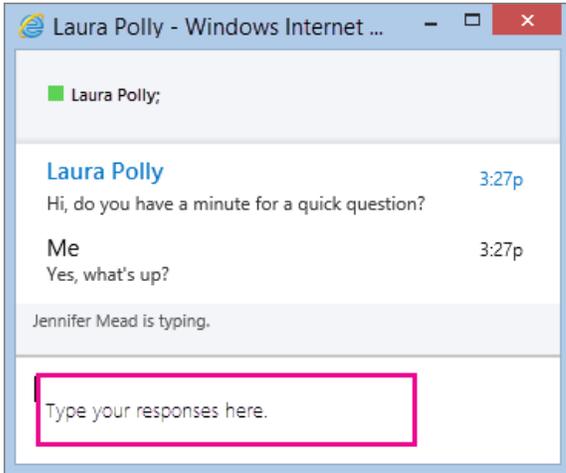

To accept an IM request

A contact might start an IM session with you. The request will appear at the top of the Outlook Web App page. You can either Accept or Ignore the request.

To accept the request and respond, select Accept.
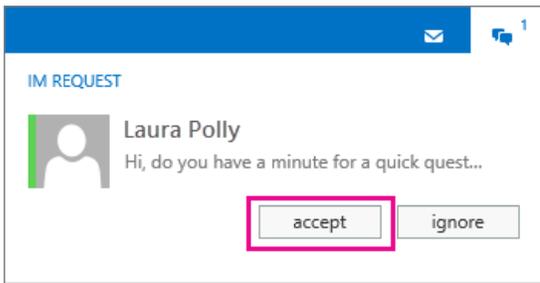
Type your response and press Enter.

When you're done, select ✕ at the top of the IM window to end the conversation and close the window.

Microsoft