CHECKLIST · TECHNOLOGY

Microsoft 365 outage drags into Friday afternoon: what still works

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digitaladvisors.com.au/journal/microsoft-365-outage-what-still-works/

- [ ] **Check Microsoft's status page first.** Go to status.cloud.microsoft before you change any settings, passwords or Outlook profiles.
- [ ] **Move urgent conversations to Teams chat or calls.** Teams calls, meetings, group chats and channel messages mostly still work during this outage.
- [ ] **Phone customers about anything time-critical.** Email to and from Microsoft 365 mailboxes may be delayed until the outage is fixed.
- [ ] **Open shared files from SharePoint directly.** Files stored in SharePoint can still be opened even if the recent-files list is empty.
- [ ] **Don't try to get around links that won't open.** Safe Links checks are failing; wait, or confirm the link with the sender.
- [ ] **Check meeting invites after recovery.** Invites and edits made during the outage may not have gone through, so confirm they arrived before re-sending.
- [ ] **Ask your IT provider to review the post-incident report.** Microsoft will publish one covering the cause and its fixes once the outage is resolved.

NOTES

General information only, not legal, tax or financial advice. Check the full story and its sources before acting.