Connecting Claude to Outlook

A quick guide for AI That Works workshop participants. Takes about 5 minutes, or one email to your IT provider.

1. Check you have the right kind of account

Claude connects to Outlook through its **Microsoft 365 connector**. It works with work and business Microsoft 365 accounts.

- **Works:** a business email on Microsoft 365, for example you@yourbusiness.com.au.
- **Won't work:** personal Microsoft accounts such as @outlook.com, @hotmail.com or @live.com.
- **On Gmail or Google Workspace?** Use the Gmail and Google Calendar connectors in Claude instead. The idea is the same, and your Google admin may also need to allow it.

2. Try connecting it yourself

1. Open Claude (desktop app or claude.ai) and go to **Customize > Connectors**.
2. Find **Microsoft 365** and click **Connect**.
3. Sign in with your work Microsoft account and accept the permissions.
4. Test it. Ask Claude: *"Summarise the emails I received yesterday."*

On a Claude Team or Enterprise plan? Your Claude organisation owner first needs to switch the connector on under **Organization settings > Connectors > Add > Microsoft 365**.

3. If you see "Need admin approval"

This is normal for most businesses and doesn't mean anything is wrong. Microsoft 365 lets the business decide which apps can read company email. A **Global Administrator** in your Microsoft 365 needs to approve Claude once for the whole business. After that, everyone in the business can connect without being asked again.

If your IT is handled by an outside company or an internal IT team, they'll almost certainly be the ones who hold that admin access. Send them the message below.

Message to send your IT provider (copy and paste)

Hi [name],

I'd like to connect Claude (by Anthropic) to my work Outlook email and calendar using Claude's official Microsoft 365 connector. When I try to connect, it says admin approval is needed.

Could you please grant admin consent for the connector in our Microsoft 365 tenant? It needs a Global Administrator to approve two enterprise applications: **M365 MCP Client for Claude** and **M365 MCP Server for Claude**.

Anthropic's setup instructions for admins are here:
support.claude.com/en/articles/12542951

Key points: it uses delegated permissions, so Claude can only see what I can already see. It is read-only by default. Sending email or creating calendar events only works if write tools are separately enabled, and I approve each action. Access can be limited to specific users and revoked at any time in Entra.

Thanks,
[your name]

4. For your IT provider: the short version

- **Easiest route:** a Global Administrator signs in to Claude, goes to Customize > Connectors > Microsoft 365 > Connect, and ticks **Consent on behalf of your organisation** when Microsoft shows the permissions screen.
- **No Claude account?** Admin consent can be granted directly in Microsoft Entra ID. Anthropic's article above lists the two app IDs and the admin consent URLs.
- **Limit who can use it:** in the Entra admin centre, open both enterprise applications, set **Assignment required?** to Yes, and add the allowed users or groups.
- **Limit what it can access:** individual permissions (for example Teams or files) can be revoked under Enterprise applications > M365 MCP Server for Claude > Permissions.
- **Conditional Access:** location or sign-in frequency policies can block the connection, because Claude's servers make requests from Anthropic's IP range (160.79.104.0/21). Anthropic's article covers how to check sign-in logs and add an exclusion.

5. Common questions

- **Can Claude see everyone's email?** No. It only sees what your own login can already see, and only when you ask it something that needs it.
- **Can Claude send emails for me?** Only if your admin turns on write tools. Even then, you approve each send before it goes.
- **Can I turn it off?** Yes. Disconnect any time under Customize > Connectors. Your admin can also remove it for the whole business.
- **Does it work with shared mailboxes?** Yes, any shared mailbox you already have access to in Outlook.

Need a hand? Bring it along to the workshop and we'll sort it out together, or email Anthony at support@basicsolutions.com.au.

Based on Anthropic's "Set up the Microsoft 365 connector" help article, October 2026. Menu names can change as Claude is updated.