

FAQ for Removal of Outlook App in VDI

General

Q. What is changing?

- A. As of Jan. 13, team members using a Virtual Desktop Interface (VDI) session will no longer be able to access email through the Outlook Client App. To access email while in a VDI session after Jan. 13, use the “Ballad Email” icon located under the start menu.

Q. Why is this change necessary?

- A. This change will enhance the users’ experience while accessing email in the VDI environment and standardize the process.

Q. Who will this impact?

- A. This change will impact any users who access a VDI session. These are mostly clinical and remote users.

Q. When will this take place?

- A. The removal of the Outlook client icon will take place on Jan. 13.

Q. Will I still be able to access my email at work if I use a VDI session?

- A. Yes, your email will still be available to you while in a VDI session. The “Ballad Email” icon under the start menu will remain active.

Removing the Icon

Q. What happens if I click the old icon listed on the taskbar?

- A. After Jan. 13, the Outlook client will be removed from your computer. You will no longer be able to search for the icon. If you have the Outlook client pinned to your taskbar, it will appear as a dead icon, and it will not open anything when you click it. You will need to unpin this from the taskbar.

Q. How do I unpin Outlook from the Taskbar?

- A. 1. Right click on the Outlook icon in the taskbar
2. Select “Unpin from Taskbar” to remove the icon

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Q. What does the Ballad Email icon look like?

A. The Ballad Email icon looks like this in the Start menu:

