JOIN – Kown issues

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Contents

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In PowerPoint changes are not saved to JOIN
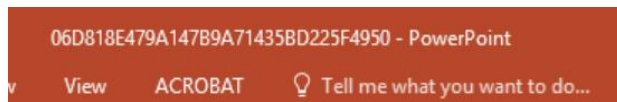
For
- ➢ Microsoft Powerpoint 2016
- ➢ Microsoft Excel 2016

Symptoms

Usually it is possible to keep working on a document after saving it in JOIN (using the button "Save in JOIN) and save the changes you make to the document in JOIN again by simply pressing the Save icon in the left top corner of the office application window, see icon below.

While working with Microsoft Powerpoint 2016 and Microsoft Excel 2016 it is possible that changes made to the document after te initial saving of the document are not being saved to JOIN despite pressing the Save icon. A sign of this happening is when the displayed filename in the titlebar of the office document looks like this:

06D818E479A147B9A71435BD225F4950 - PowerPoint
View   ACROBAT   ♀ Tell me what you want to do...

Urgent advice

After saving a document in JOIN, to continue working on it close the document (with a filename like mentioned above) and reopen it from JOIN instead.

For more information about JOIN and available manuals, see the JOIN website
https://www.utwente.nl/join

Changes document: 07-03-2023

JOIN is not available – the URL doesn't work

For
Users where the JOIN URL does not work.

Symptoms
Users may not be able to JOIN PROD or ACC. This may be because they are using the wrong URL.

Urgent advice
To access the JOIN environment, they should use the following URLs:

PROD: https://join.utwente.nl/

ACC: https://join-acc.utsp.utwente.nl/
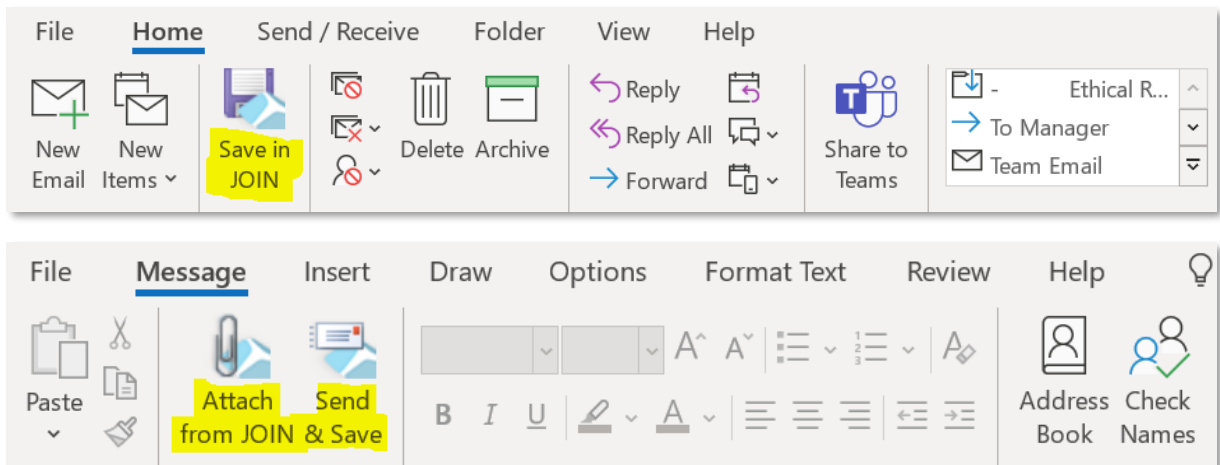
Changes document: 07-03-2023

JOIN plugin doesn't work in Outlook – no JOIN buttons in Outlook

For

Users having problems with the JOIN plugin in Outlook. Note! You must have the latest version of JOIN Now installed in the Software Center

Symptoms

When you open Outlook you don't have the JOIN options, see image below.

Urgent Advice

Mail the ServiceDesk, they can help you with your Outlook settings.

ServiceDesk: servicedesk-ict@utwente.nl