Office 365 FAQs

Calendar Management
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General Information

Best Practices

Preferred Clients

- **Process meeting requests only on one computer**, i.e., avoid processing the same meeting request on multiple computers or devices running different versions of Outlook.
- **Microsoft Outlook, OWA (Outlook on the Web), and the Outlook mobile app are the recommended clients.** Keep current with Microsoft Office Updates - There are known issues that are fixed with each service pack or update. Make sure your mobile device has the latest OS/iOS version.
  - Avoid using a third-party application to process your calendar items
- **If you must use a mobile device to manage your calendar, use the Outlook app to accept/decline meeting requests.** It is recommended that mobile devices only be used for viewing your calendar. Mobile devices tend to cause the most issues with appointments becoming corrupt, missing, or out of sync. Scheduling an appointment just for yourself on your mobile device is ok.

Creating and Editing Meetings

- **Do not add yourself as an attendee if you are a meeting organizer.** This creates additional conflict.
- **Schedule end dates on recurring meetings.** Microsoft recommends that you set an end date (no more than 6 months) when you schedule a recurring meeting. When you add a definite end date, you may prevent issues that may occur if you must update the meeting several times. If you schedule an end date for meetings, you can create a new meeting if you realize that the meeting must be frequently modified.
- **Do not invite a LISTSERV list to the meeting.** You may not always know who a subscriber on the list is and tracking information of responses isn't reliable. The LISTSERV members also all end up as Optional Attendees.
- **Outlook does not provide a way to change a meeting organizer.** To change the meeting organizer of a recurring meeting, end the recurring meeting. To do this, set an earlier end date and send the update to all attendees. After you complete this step, the new organizer should create a new recurring meeting.

Recurring Meetings

- **Schedule end dates on recurring meetings** - Microsoft recommends that you set an end date (no more than 6 months) when you schedule a recurring meeting. When you add a definite end date, you may prevent issues that may occur if you must update the meeting several times. If you schedule an end date for meetings, you can create a new meeting if you realize that the meeting must be frequently modified.
To change an entire series of meetings, cancel the original meeting and create a new one. To change one instance, cancel just that meeting and create a new one to replace it. Always put an end date on a recurring meeting.

A "corrupt" meeting will remain that way until you delete it. If it is a recurring appointment, delete all occurrences and reschedule it.

Avoid frequent changes - Recurring meetings can become lost, duplicated, or corrupted if they are modified too many times. If you have a series that requires many changes, like multiple location changes, cancel the series for everyone and create individual meetings instead.

Handling Meeting Requests

- Do not delete meeting requests. If you receive a meeting cancelation, click Remove from Calendar to remove the meeting from your calendar.
- Do not move a meeting request from your Inbox to a different folder before you accept or decline the request, or before the meeting appears in your calendar. Always accept or decline a meeting request from your Inbox.
- Do not forward meeting requests if you are not the meeting organizer. The meeting attendee list becomes out of date and tracking does not work properly for the forwarded users. Any updates to the meeting are only sent to the original attendees, not the forwarded users.
- Meeting organizers should not accept the same meeting created by themselves. This creates additional conflict.

Delegates

- Limit the number of delegates who have access to your Calendar. Make sure that only one user for each mailbox receives and processes meeting requests. This means that you should only assign one delegate with Editor permissions. The mailbox owner and delegate must decide who will be processing all the meeting requests. All other computers/devices and people should ignore (i.e., do not process, do not delete) meeting requests for the mailbox if they receive them.
  - If more than one user must have access to your mailbox, carefully consider whether these users must be delegates or if you can assign Reviewer permissions instead. See Permission Settings For Your Office 365 Calendar for more information.
  - If you have granted one or more persons delegate access to your calendar or if you have delegate access to someone else's calendar, turn off the automatic acceptance of meeting requests.
- The owner and delegate should use the same version of the Outlook client. This includes the same service pack and hot fixes. This is especially important for manager/delegate relationships.
Resources Calendars

- **When reserving a resource, invite the resource as a Resource attendee.** Do not schedule the meeting directly on the resource calendar. Scheduling directly on the resource calendar bypasses the meeting conflicts check and you may end up double-booking a room. Invite the room as a resource instead.

- **Recurring Meetings – when scheduling a recurring meeting with a resource, be sure to open the acceptance message.** If there is even one conflict with the dates of the recurring meeting, the resource will decline ALL meetings. Pay close attention to the meeting responses.

Miscellaneous

- **Archive or delete older meetings and appointments.** For best performance, Microsoft recommends having less than 5000 items on a Calendar. This is especially helpful for others viewing your calendar.

- **Do not send attachments with meeting invites.** Store and share attachments via OneDrive or some other network or cloud space that attendees can access. This helps keep the size of people’s calendars smaller and allows for attachment updates without resending meeting requests. If you receive an invite with an attachment, save it to your network space then delete the attachments from the meeting.

- **A corrupt meeting will remain that way until you delete it.** If the corrupt meeting is a recurring one, delete the entire series and reschedule the series.

Support Resources

- [Best practices for Outlook - Calendar and meetings](#)
- [Introduction to the Outlook Calendar](#)
Calendar Management – Outlook for PC

**Basics**

**How do I create a meeting or appointment?**
Please visit [Create or schedule an appointment](#) and [Schedule a meeting with other people](#).

**How do I create a Teams meeting?**
Please visit [Schedule a Teams meeting from Outlook](#).

**How do I share my calendar?**
Please visit [Share an Outlook calendar with other people](#).

**How do I change permissions for my calendar?**
Please visit [Share an Outlook calendar with other people](#).

**How do I set up or change calendar delegate access?**
Please visit [Allow someone else to manage your mail and calendar](#).

**How do I create or respond to meeting requests on behalf of another person?**
Please visit [Manage another person's mail and calendar items](#).

**How do I open a shared calendar?**
Please visit [Sharing A Departmental Calendar](#).
Calendar Management – Outlook for Mac

Basics

How do I create a meeting or appointment?
Please visit [Create a meeting or appointment in Outlook for Mac](#).

How do I create a Teams meeting?
Please visit [Schedule a Teams meeting in Outlook for Mac](#).

How do I share my calendar?
Please visit [Share your calendar in Outlook for Mac](#).

How do I change permissions for my calendar?
Please visit [Share your calendar in Outlook for Mac](#).

How do I set up or change calendar delegate access?
Please visit [Add and manage delegates in Outlook for Mac](#).

How do I open a shared calendar?
Please visit [Sharing A Departmental Calendar](#).
Calendar Management – Outlook on the Web

Basics

How do I create a meeting or appointment?
Please visit Create, modify, or delete a meeting request or appointment in Outlook on the web.

How do I create a Teams meeting?
Please visit Set up an online meeting in Outlook.

How do I share my calendar?
Please visit Share your calendar in Outlook on the web.

How do I change permissions for my calendar?
Please visit Share your calendar in Outlook on the web.

How do I set up or change calendar delegate access?
Please visit Calendar delegation in Outlook on the web.

How do I create or respond to meeting requests on behalf of another person?
Please visit Manage someone else's calendar in Outlook on the web.

How do I open a shared calendar?
Please visit Adding and Removing Shared Calendar using OWA.