Scheduling Meetings in Outlook

Overview

It is currently not recommended to use Microsoft teams to schedule meetings. Because of the synchronization lag between Outlook and Teams there is a possibility to select an available time slot in Teams even if the time selected is not available in Outlook.

To avoid any double bookings or conflicts please use Outlook to find the best time where invitees are available.

Calendar limitations

Calendars replication limitations:

- Only the default calendar is synced between Outlook and Teams; private or custom calendars are not synced .

- When an Office 365 Group (private and public) is created from the Teams interface, the group's Calendar is not visible in Outlook desktop and web. When an existing Office 365 Group is added with Teams then the Calendar remains accessible from Outlook.

- Use the latest version of Outlook and Teams, do not use legacy mail readers.

- Mobile devices are known to have issues with ActiveSync, especially those running older versions of their system software. If you are using an older device, you will not be able to rely on the calendar and should consider an upgrade.

- Beware of dropped signals and poor coverage areas that could have an impact on your use of the calendar, this will cause delays and synchronization issues.

- Ensure that Exchange is selected as your default calendar under Settings/Mail, Contacts, Calendars/Default Calendar

- If maintenance of your calendar is delegated to an administrator:

  o Keep calendar accepts and declines to only one user, preferably the administrator.

  o Keep calendar accepts/declines to only one system.

  o Use a desktop or laptop as the sole device to accept/decline invitations.

  o Do not use a mobile device to accept, decline or edit a calendar event when your calendar is delegated.
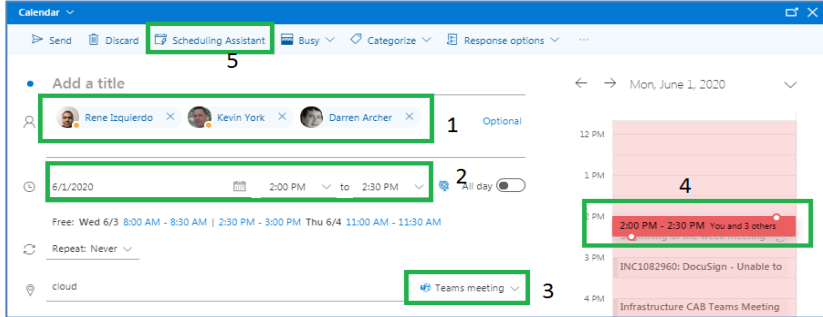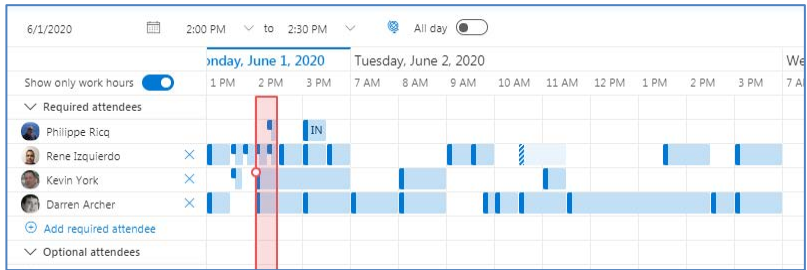
Recommend-ations

Verify that the time zone on your device is set correctly. If the time zone is not set correctly the time on your platform may be correct but the scheduling time may be off by +- 1 hour.

Do not schedule recurrent meetings with no time limits to avoid infinite loops issues when managing recurring meetings.

Consider managing your appointments only from Outlook or Outlook Web Access (OWA).
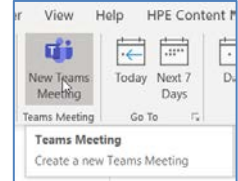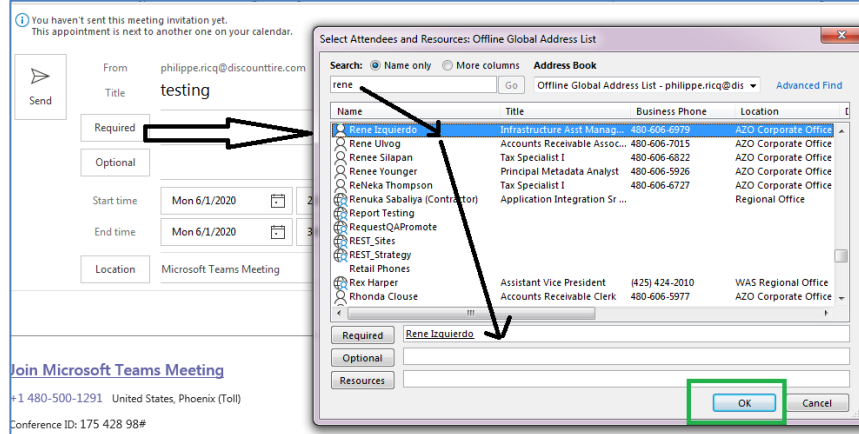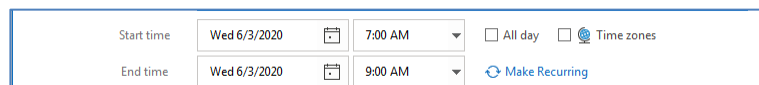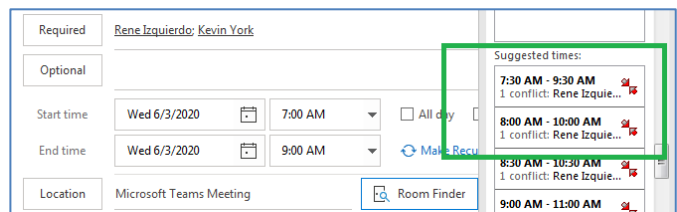
Scheduling a meeting - OWA
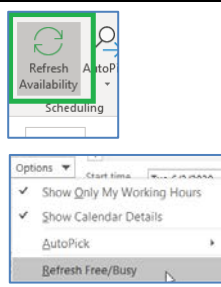
Follow these steps to schedule a meeting through Outlook Web Access (OWA):

Step	Action
1	Go to https://www.office.com and log in. 　　User name = firstname.lastname@discounttire.com 　　Password = your Windows password **Note:** if requested, provide the code generated by MFA to confirm your identify.
2	From the Apps menu, select **Calendar** (or **Outlook**, then **Calendar**).
3	Select **New event**.
4	 1) Select recipients 2) Date and time 3) Select Teams Meeting 4) Verify availability 5) Select Scheduling Assistant
5	Use Scheduling Assistant to verify availability:
6	If your meeting cannot be scheduled due to conflicts, then select a different date or time. Once you have found a suitable time when all participants are available, then your meeting can be scheduled with no conflict.

Scheduling a meeting - Outlook

Follow these steps to schedule a meeting through Outlook:

Note: There are some small differences between Windows 7 and Windows 10 screens.

Step	Action
1	Select **Calendar** then **New Teams Meeting (**or **Join Team Meeting)**.
2	Select "Required" (or "To")then add all recipients and select **OK**.
3	Select the date and time.
4	(Windows 7) To avoid a scheduling conflict or double booking, select **Room Finder**.
5	Select **Scheduling Assistant** and select a date or time where all invitees are available. Use **Refresh Availability** (or **Refresh Free/Busy**) to ensure that the information is still current. Once you have found a suitable time when all participants are available, then your meeting can be scheduled with no conflict.

Trouble-shooting

If you still have some issues scheduling a meeting and having double-booking check the following.

- Check your Teams and Outlook app are updated with latest versions.

    For Teams Client app:
    To check this: click on your profile picture from Teams app > click on Check for updates. (It helps to update your Teams with latest version.)

    For Outlook client app:
    Go to File > Office Account > Update Options and click on **Update Now**. (It helps to update Outlook with latest version.)

Related articles

https://answers.microsoft.com/en-us/msteams/forum/all/microsoft-teams-outlook-calendar-not-syncing/f0601313-c699-4ec5-9ee8-ffbba144a6d5

https://answers.microsoft.com/en-us/msoffice/forum/all/how-do-i-sync-my-outlook-calendar-with-my-teams/acf72d12-3ba5-4f35-9409-f9f7707f9f04

https://support.office.com/en-us/article/sync-basics-what-you-can-and-cannot-sync-5537d587-4930-4ac2-b044-3568509b1294

https://techcommunity.microsoft.com/t5/microsoft-teams-ama/why-the-teams-calendar-not-visible-in-outlook/m-p/300155

Contact

If you have any technical issues, please contact the Service Desk at 480-606-6008 or email support@discounttire.com.