

## OUTLOOK – CALENDAR RECOMMENDATIONS

### INTRODUCTION

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This document outlines a series of Microsoft recommendations to manage your Outlook calendar and minimize potential errors and inconsistencies. Follow these recommendations to minimize issues reported by CSUN Outlook users including duplicate or disappearing meetings from your calendar, or appointments displaying differently on different devices.

### ACCEPTING OR DECLINING MEETINGS

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1. Make a choice– When meeting requests display in your inbox, respond to the request right away by selecting: Accept, Tentative or Decline.
2. Respond to meeting requests from your inbox before moving them to a different folder.
3. Accept or decline meeting requests from your computer inbox instead of your smartphone or tablet to minimize inconsistencies between the meetings shown on your mobile device and your computer.
4. Process meeting requests in the order in which they come into the inbox (oldest first).
5. Process meeting requests and updates from the Outlook Inbox not the calendar

### SETTING UP OR UPDATING A MEETING

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1. Do not use Majordomo lists when creating meeting invites.
2. Schedule end dates on recurring meetings - When scheduling recurring meetings, it is highly recommended to set a definite end date. It is recommended to make the recurrence end date no more than six months in the future.
3. After modifying a meeting request that you own, remember to select the **Send Update** button.
4. If you have recently created or updated a meeting, do not make any changes to that meeting for at least 5 minutes. It takes time for the meeting to synchronize across the calendars of the people who were invited. Making a change quickly after creating or updating it can cause the meeting to become corrupted.

## CANCELLING A MEETING

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1. Canceling a meeting? – Notify the people invited by deleting the single meeting from your calendar and select **Send cancellation and delete meeting**.
  - a. Cancel a recurring meeting- As the meeting organizer, end a recurring series by opening the meeting on your calendar, set a new end date and then send an update.
  - b. Change meeting organizers – If a recurring meeting is changing organizers/owners, the original organizer must send an update with a new end date. The new organizer should send a new meeting invite for meetings in the future.
2. When receiving a cancelation email, use the **Remove from Calendar** button in the email instead of just deleting the email.

## ADDITIONAL RECOMMENDATIONS

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1. It is not recommended to forward meeting requests, which lead to inaccurate information in the calendar – the meeting organizer should add any new invitees to the meeting request.
2. Personal notes are lost after a meeting update is received. If you are an attendee of a meeting invite, any personal notes you may include in your calendar item will be lost if the meeting organizer sends an update to the meeting.
3. Limit the number of delegates accessing your calendar -To prevent incorrect or missing meeting information, it is recommended that you use minimal delegates with Editor permissions if not just one. Decide whether the delegate or the mailbox owner will process all the meeting requests. If you need assistance checking your delegates, contact the IT Help Center.
4. Refresh Data - It is recommended from time to time or when you are seeing discrepancies, to refresh your Outlook windows. From the **Send/Receive** tab, in the **Send & Receive** group, select **Send Receive All Folders**.
5. Use consistent application versions across all devices – Confirm that you and your delegates are using the same version of Outlook on any computers you use (at home and at work), such as Outlook 2010, Outlook 2013, Outlook for Mac 2011, or Outlook for Mac 2016. The version is displayed when starting up Outlook.

## NEED HELP?

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Contact the IT Help Center by phone (818-677-1400), online at (<http://techsupport.csun.edu>) or in person in (Oviatt Library, First Floor, Learning Commons).