

## Best Practices for Office 365 Calendar Users

If you've noticed missing calendar appointments, e.g., lost meetings, delegate issues, or meeting updates from someone other than the original organizer, you're not alone. This issue has been reported in organizations with Office 365, Microsoft Exchange, Outlook (2010, 2013 or 2016), Apple iPhones/iPads, Active Sync devices, Macs running Outlook for Mac, etc. For more information see [F5 \(i\)95 -iCalendaring Problems](#).

Office 365 itself is usually not the root of the problem - the mail clients (ActiveSync, iOS devices, Apple iPhones/iPads, Macs running Outlook for Mac, etc.) are. If you are using a version of Outlook with the latest calendaring. If you are in a mixed environment, you should use the same version and

**If you must use a mobile device** - use the latest version of the mobile calendar app. It is recommended to use the mobile calendar. Mobile devices tend to get out of sync. Scheduling an appointment

## Delegates

**Only ONE person should process meeting invites** - 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 have to be delegates or if you can assign Reviewer permissions instead.

## Handling Meeting Requests

**Always Respond to Meeting Requests in the Inbox** - We recommend that you always accept or decline a meeting request from the Inbox. If you accept or decline a meeting by using the meeting item in the Calendar in Outlook, the meeting request remains in the Inbox. It is important that you do not delete a meeting request from the Inbox until you are sure that the meeting has been processed. The following text appears in the InfoBar of the meeting request when the meeting request has been processed:  
Accepted by username on date, time

**Don't move meeting requests** - **Don't 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. Soon after a meeting request arrives in your Inbox, a piece of Outlook code — nicknamed the "sniffer" — automatically adds the meeting to your calendar and marks it as tentative. This is a fail-safe to keep you from missing the meeting in case you don't see the request in your Inbox. However, the sniffer doesn't reply to the meeting organizer. You still need to do that by accepting, accepting as tentative, or declining the request. If you or a rule that you create moves an incoming meeting request from your Inbox before the sniffer can process the request, the meeting never appears in your calendar, and you might miss the meeting.

**Don't delete a meeting request on one computer after you accept the same meeting request on another computer** - If you are using two computers that connect to the same mailbox (e.g., a desktop computer that is using Online mode and a laptop computer that is using Cached Exchange Mode). The meeting request that you accepted on the Desktop computer is immediately processed. The meeting request that you deleted on the laptop computer is synchronized later. After synchronization, the meeting on the desktop computer is also deleted.

**Don't auto-accept meeting requests** - 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 automatic acceptance of meeting requests. By turning off automatic acceptance you avoid problems with delegate workflow by allowing you and/or your delegate the opportunity to review all meeting requests, respond appropriately, keep track of meetings and any changes, as well as minimize schedule conflicts.

**Do not forward meeting requests** - the meeting attendee list becomes out of date and tracking does not work properly for the forwarded users.

