

Calendar Sync with Outlook Service Accounts

This is a set of instructions for how to sync or resync your calendar once your institution has migrated to Graph API from EWS.

Setting Up Calendar Sync for a New User

Steps

Select the calendar icon in the left navigation bar. Once on the My Calendar page, select the **Settings and Sync** button.

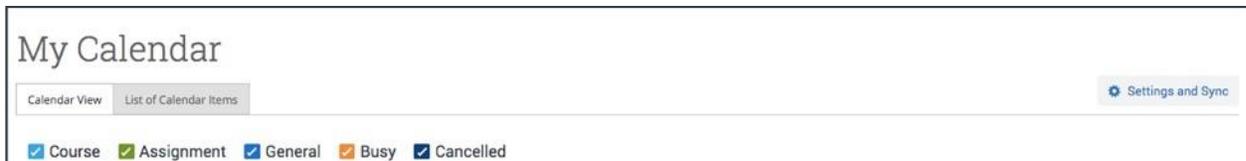


Figure 1. My Calendar page with Settings and Sync button visible

On the Calendar Settings page, select **Setup Sync. The Calendar Settings: Setup page opens.**

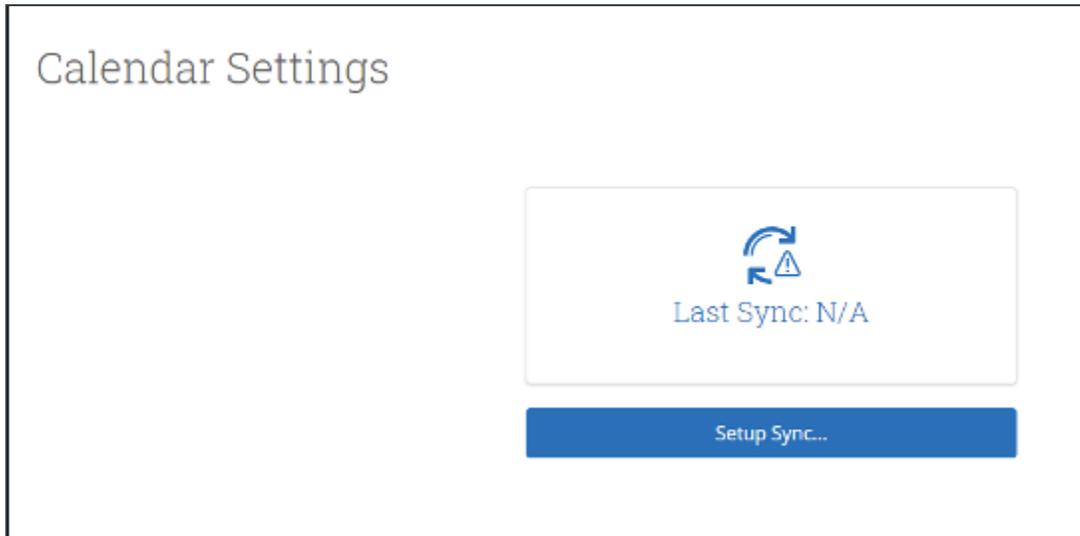


Figure 2. Calendar Settings page when no sync has been set up

If your institution is set up for Outlook Service Accounts, you will see the following options on your Calendar Settings: Setup page.

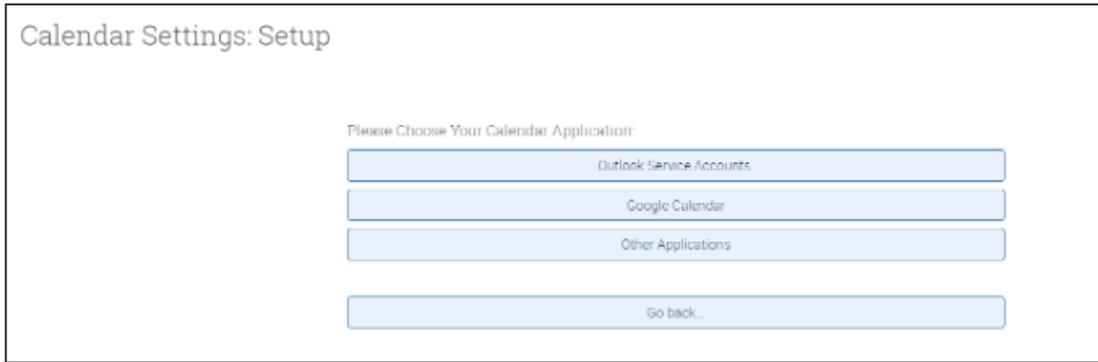


Figure 3. Calendar Settings page with button to start new sync

Choose **Outlook Service Accounts**, the sync is automatically set up. Your Outlook Service Account must be set up by application administrations for this option to work in global settings and the following role permissions must be set.

The page tells you to pick an account. Choose your professional account.

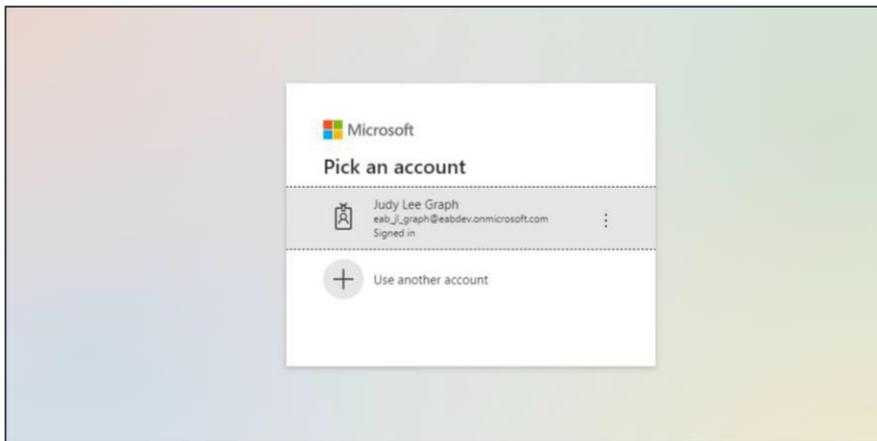


Figure 5. Microsoft login and authorization page

If you log in successfully, you see a page requesting permissions.

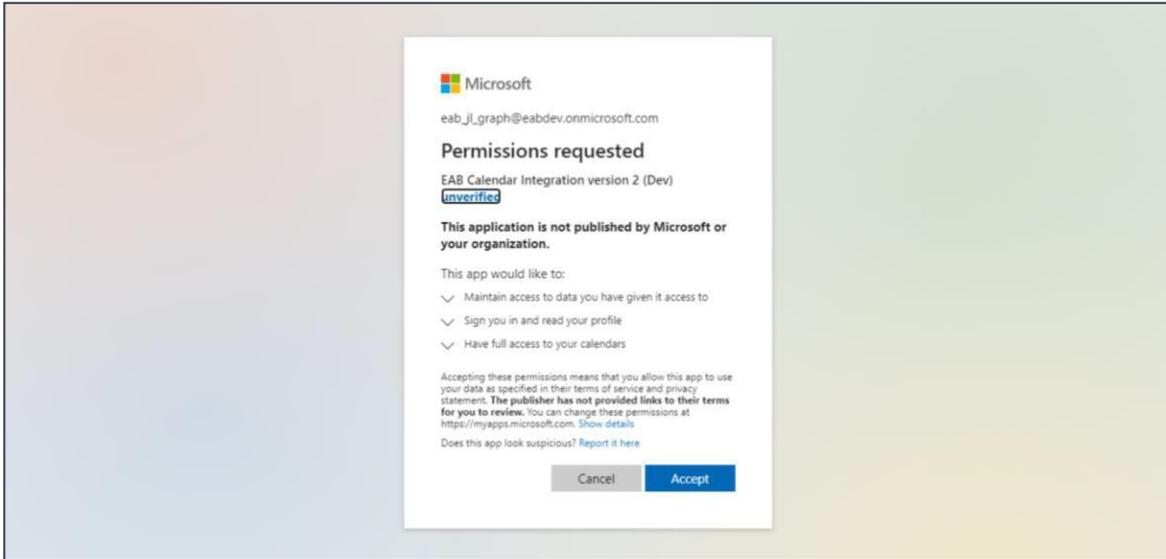


Figure 6. Page requesting permissions for new calendar sync

Select **Accept**. The page redirects to the Navigate Calendar Settings page, with a success message and information about the sync on display. Once the sync is completed, you return to the main Calendar Settings page with information about their sync on display.

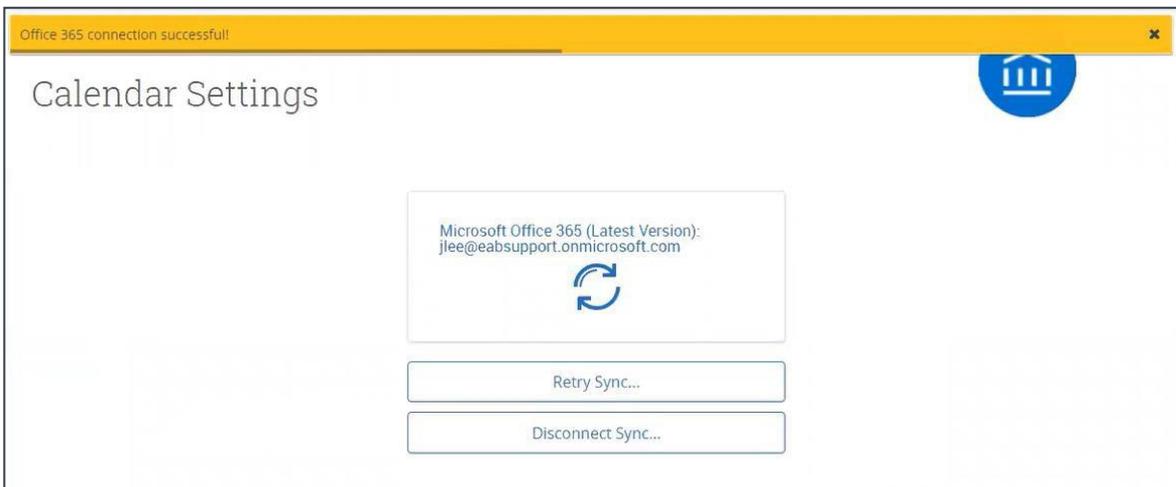


Figure 7. Calendar Settings page after a successful Graph API sync

Sync Options

You have two options listed under the sync to help you troubleshoot when your calendars are not syncing, if your email address has changed, etc.

Retry Sync lets users reconnect to the Navigate servers if calendars are not syncing.

Disconnect Sync lets a user disconnect their personal calendar from Navigate. Users might do this if they leave the institution or have changed their email address. Disconnecting your calendar takes about 30 minutes to finish so your user may still see Navigate items on their calendar for a short time.

Note. Events synced are limited to 3 months in the past and 12 months in the future.