Helpful Hints for Calendar Use and Appointments in Navigate

1. It is a good idea to **block off time that you will not be available to take student appointments in your Outlook Calendar**. Time for breaks, lunches, and other reoccurring meetings should be created in Outlook as opposed to Navigate for simplicity and ease of use.

2. In Outlook, *tentative*, *busy*, and *away* **appointments all sync as 'Busy'** on your Navigate calendar.

3. **Appointments or meetings created in Outlook cannot be reoccurring for more than two years**. After this time, Navigate will no longer "see" the appointment and will think you are free to take appointments. Please limit reoccurring appointments to under 2 years.

4. Also, a **recurring event in Outlook with no end-date will not sync** in Navigate.

5. **All-day events giving you trouble?** Most all-day events default to "free" in calendars. You will need to mark those busy to avoid having those days appear available to appointments in Navigate. In the opposite case, all-day free appointments with no end day might sync as busy – should that occur, include an end date in your appointments for them to sync as free time in your Navigate platform.

6. **Comments entered into Navigate as part of scheduling an appointment are visible in the email reminder received by students.** Please do not write anything in Navigate that you are not OK with others seeing.

7. **Cancel all student appointments in Navigate.** Students will receive a reminder text about an appointment if it is not cancelled in Navigate. Cancelling can be done from your *Home Page → Upcoming Appointments tab → Upcoming Appointments* OR in the *Appointment Center*.

8. **Appointments should be synced to and from the Navigate calendar within seconds.** If you are noticing a lag in appointment syncing, contact your Application Administrator to help you troubleshoot. If you do not adjust anything yourself in your calendar or Navigate, the calendar sync will refresh on its own every 30-35 minutes.

9. **EAB recommends only syncing the calendar once.** Resyncing should not be necessary.

10. As a last resort, since this is more than likely already done, **make sure you have authorized the calendar sync.** Go into your calendar in Navigate by clicking the Calendar icon on the left-hand side red toolbar. You may see a notice at the top that looks like this:

If so, please click the "Authorize" button.