

Syncing an Outlook Calendar to Navigate

About Calendar Sync

By syncing your calendar to the Navigate platform appointments can flow between your Navigate calendar and professional calendar, blocking off that time and preventing double booking.

How to Setup Calendar Sync

1. Access you **My Calendar** in Navigate
2. Click on **Settings and Sync** on the top-right
3. Click on **Setup Sync...**
4. Select **Other Applications**
5. Click on **Microsoft Office 365**
6. Authenticate to your UIW Microsoft Account

Allow a few minutes for your events to sync into Navigate.

Tips & FAQs About Calendar Sync

1. What does Free/Busy mean?

These are events that have synced from your professional calendar into the Navigate platform. They show in your Navigate calendar as either free or busy times.

2. What are Blocked times on my calendar?

Blocked times may appear on your calendar if you have an appointment made from a Care Unit for which you do not have the permissions to view appointments.

3. How many calendars can I sync with Navigate?

You can only choose one calendar to sync with Navigate. If you are trying to sync multiple calendars with Navigate, there will be errors, and it will not be successful.

4. What do Tentative appointments on my calendar sync as on Navigate?

Tentative, busy, and away appointments all sync as Busy on your Navigate calendar.

5. How long does it take to sync my calendar with Navigate the first time I do so?

The first time you sync your calendar with Navigate, it may take up to 10 minutes to complete the sync.

6. Every time I create an Appointment Summary Report for a student, it automatically creates an appointment on my professional calendar. Is there a way to turn that off?

No, there is no way to change this behavior. When you create an ad-hoc summary report, the Navigate platform is automatically creating an appointment in the past based on the information you include in that summary report. The past appointment then syncs to your professional calendar. This process ensures the appointment data is accurate, even if you did not use the scheduling workflows to create that appointment.

7. Does the Navigate calendar read or display details of my personal or professional appointments?

No. The Navigate calendar does not see details of your personal or professional appointments. It only pulls in your appointments to list time as Free/Busy to prevent scheduling appointments conflicts.

8. What information can be synced to my professional calendar from Navigate?

Navigate appointments synced to your professional calendar should display the type of appointment, time, and location by default.

9. Is it possible to include student email address in the synced appointment within my professional calendar?

No, it is not possible to include student emails. The only information that can sync to your professional calendar are those listed in the answer to the question above – type of appointment, time, location, student ID, student name, and student phone number.

10. Do student courses or professor courses sync through Navigate?

No, courses do not sync through Navigate.

11. Is there any way to block my calendar to staff and leave it available for students to schedule?

Yes, if you are an Outlook user, a partner found a way to do this. If you shift your 'busy' block to 'working elsewhere' instead of 'free' in Outlook, staff internally see that time as unavailable to them on the calendar, but students are still able to schedule an appointment during that time.



Additional Resources

Navigate Help Center: <https://support.gradesfirst.com/hc/en-us>

Syncing an Outlook Service Account Calendar to Navigate: <https://support.gradesfirst.com/hc/en-us/articles/360058410854-Syncing-an-Outlook-Service-Account-Calendar-to-Navigate>

Tips for Syncing Your Calendar: <https://support.gradesfirst.com/hc/en-us/articles/360058411574-Tips-for-Syncing-Your-Calendar>