How to Setup Exchange Integration

To integrate your calendars, you will be required to act in both Outlook and Campus Connect. This will allow appointments on your Outlook calendar to block previously set available time in Campus Connect (so students cannot schedule with you during that appointment time) and will allow Campus Connect to push appointments students self-schedule with you to your Outlook calendar. **Note: We are currently unable to successfully integrate calendars fully for Mac users.**

Adjust Outlook Settings

Open your official Outlook account, Calendar view. Close all shared or other calendars.

From the **Home** tab, select **Calendar Permissions**. A pop-up window will open.

Select **Add**, then search in the next pop-up window for **EAB Campus**. Highlight **EAB Campus** in the list, then select **Add** (just below that section), then **OK** (at the very bottom).

Select **EAB Campus** in the original pop-up window (to highlight it), then set the **Permission Level** to **Editor**.

Select **Apply**, then **OK**. This allows the Campus Connect calendar to push appointments made in the platform to your Outlook calendar, and to allow appointments made in Outlook to block your availability in Campus Connect.

**Note:** There is **NO visibility into your Outlook calendar through Campus Connect.** Appointments made in Outlook simply show as **Busy in Campus Connect**, with no details other than the length of time.
Decrease Default Outlook Sync/Refresh Settings

These steps outline how to reduce the auto-refresh default setting in Outlook, so appointments you make in Outlook sync with Campus Connect more quickly. This is not required, but as the default Outlook refresh setting is 30 minutes, these steps are highly recommended, to reduce the possibility of appointment overlap during the refresh “window.”

Still in your Outlook calendar, go to Send/Receive (tab) > Send/Receive All Groups > Define Send/Receive Groups.

Under the Setting for group “All Accounts” adjust the frequency (number of minutes; we recommend 5 or less). This will allow for appointments to be synchronized more frequently than the 30-minute default. (Set the other number if desired.) Select Close; your updates should save.

Open Campus Connect.

In Campus Connect, go to Calendar > Settings and Sync which will be listed to the righthand side of the page.
Select **Setup Sync**. The sync should start immediately but may take some time to complete. You will also know it is working as you will see appointments made in the past in Campus Connect populating in your Outlook calendar.

Select **Outlook Service Accounts**. At that time, your calendar should begin the syncing process. You will need to allow up to 30 minutes for this process to be complete. You can verify the successful sync by viewing your calendar tab to notice appointments pushed from your Outlook account to your Campus Connect account as **Busy**.

A few things to keep in mind:

- Appointments made by students in the self-scheduler will show up in your Outlook calendar with the prefix **NAV**, as the platform’s official name is “Navigate.”
- Cancel an appointment with a student in Campus Connect, so it will remove it from your Outlook calendar as well. If you cancel an appointment in Outlook, the student will not receive notice that the appointment has been cancelled, and it will remain on your Campus Connect schedule/calendar.

If you have issues with the sync, or any other steps, please email **campusconnect@shsu.edu**.

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