Syncing an Outlook Service Account Calendar to Navigate

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

To set up Calendar Sync, open My Calendar and select the Settings and Sync button.

The Calendar Settings page opens. If you have not yet set up a sync, you see the image below.

Click Setup Sync. The Calendar Settings: Setup page opens.

This article explains how to sync a Microsoft Outlook Service account with Navigate, which is only possible if your institution has on-premises Exchange and your administrator has set permissions.

Syncing with Outlook Service Accounts

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

![Exchange Sync Permissions](image)

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Once the sync is completed, you return to the main **Calendar Settings** page with information about their sync on display.
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.