

What is calendar delegation?

In Outlook, calendar delegation is authorising someone (your **delegate**) to perform calendar actions on your behalf. By default, Outlook gives your delegate **Editor** permissions for your calendar. This allows them to read, create and modify your calendar items. For example:

- create, update and cancel meetings in your calendar
- receive and respond to meeting invitations on your behalf

It is up to you if you want to receive a copy of meeting requests or if you prefer them to go directly to your delegate. You can decide this during delegate set up, or by changing your delegate permissions.



For help getting started, or changing delegate permissions, please see our guide to setting up delegation.

Before you start



Staff can install up to five free **Microsoft Office 365** onto personal PCs or laptops for guidance see [Microsoft 365: Apps & Services](#). For help, please see [Staffnet/working-here/software](#) (click on the **Software** tab).

Known issues

If you have experienced problems with calendar delegation, you are not alone. Similar issues have been reported at other institutions. For example:

- Disappearing and/or inconsistent meetings
- Synchronisation issues between PCs and mobile devices



In terms of synchronisation, there is always a level of risk when using a mobile device for email and calendaring. This is because network connectivity is more variable on a mobile device than on a networked desktop PC.

For example, if a meeting scheduled for 12.30 is accepted on a **mobile device** at 10am on the day of the meeting, then the meeting is cancelled on a networked **PC** at 11.30am, the **mobile device** may not synchronise in time to alert the attendee.

In a more complex example, if a meeting is cancelled on a networked **PC** but edited on a **mobile device** before the cancellation is processed, the edit may override the cancellation for some users. Attendees may not be aware that their calendars are different until it is too late.

To help reduce the risk of issues, please follow our best practice tips for calendar delegation on **page 2**.

Further information and help

Use MyIT to log calls with the IT Service Desk: myit.abdn.ac.uk

Best practice guidelines



.Use Outlook or Outlook Web App (OWA) to manage your calendar

Avoid using other clients (such as the built-in calendar on mobile devices) to create, update and cancel meetings, or to respond to meeting invitations.



.Keep software/devices up to date

Use the same version of Outlook on all PCs (at work and home). This should be Microsoft Outlook 2010 or later. Check regularly for updates to any devices that connect to your calendar.



.Do not edit the same item on multiple devices within a short period

This reduces the risk of conflicting calendar information.



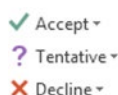
.Avoid copying or forwarding meetings

Instead, ask the meeting organiser to send an invitation to any additional attendees.



.Decide who will respond to meeting requests

If more than one user receives a copy of meeting invitations sent to you, **only one person** should respond on your behalf. Multiple responses can confuse the system.



.Respond to all meeting requests

Microsoft recommend that the person who responds to your meeting requests **Accepts** or **Declines** via the email invitation. They should avoid deleting meeting requests without responding.



.Limit number of delegates

Microsoft recommend that you grant **Editor** permissions to only **one delegate** and that you limit the number with **Reviewer/Contributor** permissions. Assigning **Editor** permissions to more than one person can cause conflicts and slow down your calendar. It is also more difficult to track and resolve any problems that occur.



.Consider calendar sharing

If more than one user needs access to your calendar, carefully consider whether all of these users require **Editor** permissions. Would **Reviewer** permissions suffice?

For help with permissions and calendar sharing, please see our guide to working with multiple calendars.



.Replace delegates who leave

To replace a delegate for any length of time, change permissions from **Editor** to **Reviewer** (or **None**) *before* granting **Editor** permissions to the replacement or temporary delegate.



.Cancel faulty meetings

If you experience technical problems with a meeting, the safest solution is to cancel the meeting and create it again. If it is a recurring meeting, cancel the series.



.Avoid deleting meetings directly from Outlook's calendar view

If a meeting is cancelled, click **Remove from Calendar** in the cancellation email window.



.Limit the range of recurring meetings

Always set an end date (or number of occurrences) for recurring meetings.