

Connecting to your personal Exchange/Outlook Calendar

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OnceHub communicates with your Exchange/Outlook Calendar using the Exchange Web Services (EWS) API, a well-established official Microsoft protocol. All credentials and data traffic are fully encrypted. [Learn more about how your sign-in credentials are stored and protected by OnceHub](#)

In this article, you'll learn how to connect your OnceHub Account with your Exchange/Outlook Calendar.

Note:

Microsoft does not support Transport Layer Security (TLS) below TLS version 1.2. [Learn more about how Exchange/Outlook Calendar uses TLS](#)

Connecting to your Exchange/Outlook Calendar

1. Sign in to your OnceHub Account.
2. Open the left sidebar, click **Profile**, and select **Calendar connection**.

Note :

If you are connected to any other calendar, [you will need to disconnect first](#). Existing bookings that have not yet taken place will **not** be added to your Exchange/Outlook Calendar after you connect.

3. Click the **Connect** button next to Exchange/Outlook Calendar (Figure 1).

The screenshot displays a list of calendar connection options. Each option includes an icon, a title, a description, and a 'Connect' button. The 'Exchange/Outlook Calendar' option is highlighted with a blue border.

Calendar Type	Description	Action
Google Calendar	Connect with a secure OAuth 2.0 connection without revealing your user name and password. Google Meet will be automatically connected.	Connect
Exchange/Outlook Calendar	Use your Exchange/Outlook email and password or an app-specific password to connect via the Exchange Web Services API.	Connect
Office 365 Calendar via OAuth	Connect with a secure OAuth 2.0 connection without revealing your user name and password. Microsoft Teams will be automatically connected if included in your Office 365 subscription.	Connect
Office 365 Calendar via EWS	Use your Office 365 email and password or an app password to connect via the Exchange Web Services API.	Connect
iCloud Calendar	Use your Apple ID and an app-specific password to connect via the iCloud API.	Connect

Figure 1: Calendar connection

- The **Connect to Exchange/Outlook Calendar** pop-up will appear (Figure 2).

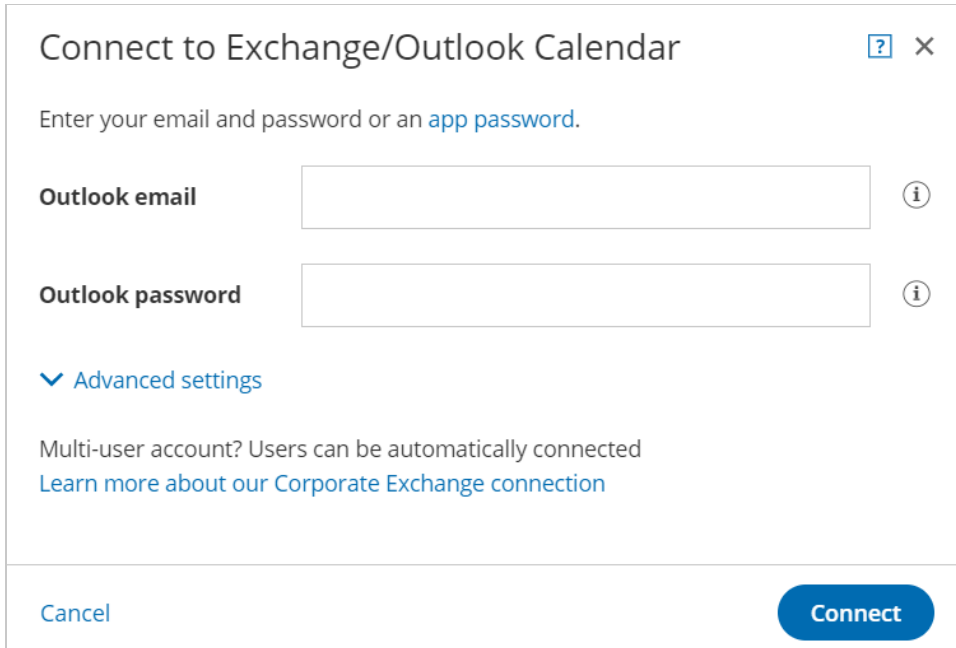


Figure 2: Connect to Exchange/Outlook Calendar pop-up

- Enter your email address and password, as you normally would to sign into your mailbox via Outlook or any other method. Click **Connect**.
- If the connection is successful, the pop-up closes and you should see confirmation that you are connected to your Exchange/Outlook Calendar (Figure 3).

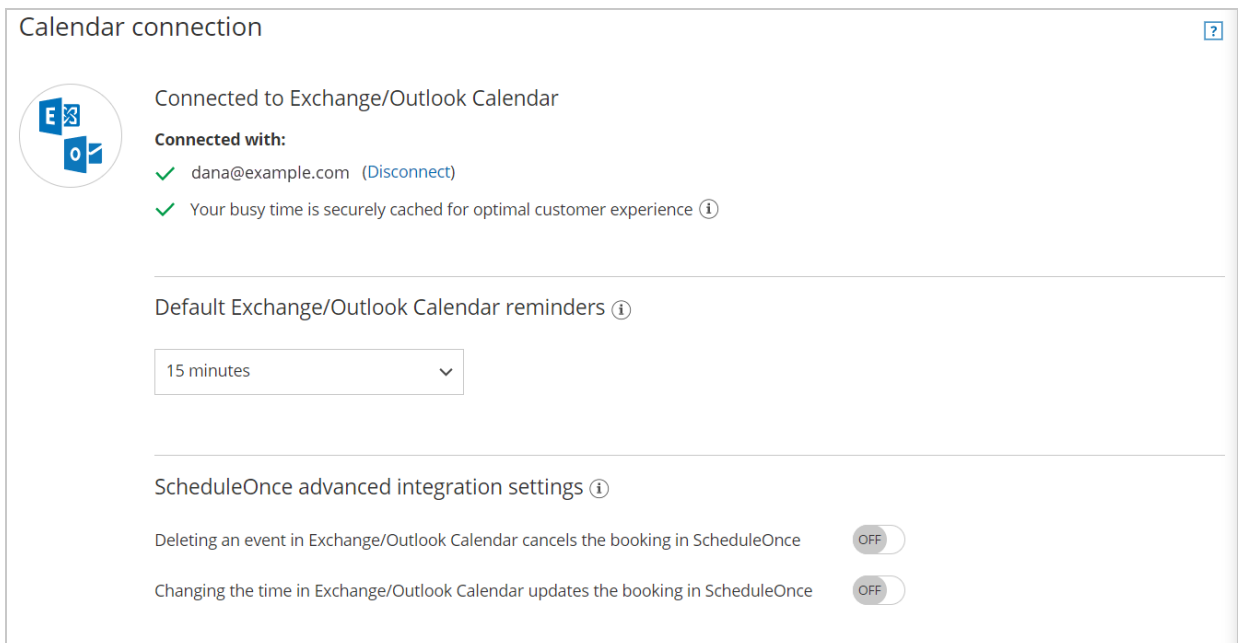


Figure 3: Connected to Exchange/Outlook Calendar

- If you're using ScheduleOnce, you have the option to configure the **ScheduleOnce advanced integration settings**. You can also click the **Continue setup** button in the **What's next?** section to access more options in

ScheduleOnce.

If your Exchange/Outlook account is [set up with 2-step verification](#), you must [create an app password](#) first. You can then use this special password to connect your OnceHub Account to your Exchange/Outlook Calendar.

You're all set! You can now [configure your Exchange/Outlook Calendar connection](#).

Connection issues requiring additional information

Even if your credentials are correct, the connection might not be successful due to various Exchange configurations. If you see the following screen (Figure 4), additional information will need to be provided.

Connect to Exchange/Outlook Calendar

Enter your email and password or an [app password](#).

Outlook email ⓘ

Outlook password ⓘ

[^ Advanced settings](#)

EWS URL
[What's my EWS URL?](#)
Please enter the EWS URL in correct format or leave blank

User name ⓘ

Multi-user account? Users can be automatically connected
[Learn more about our Corporate Exchange connection](#)

[Cancel](#) [Connect](#)

Figure 4: Connect to Exchange/Outlook Calendar with additional information

In the **EWS URL** field enter the address of your EWS in the format:

<https://mail.example.com/ews/exchange.asmx> [Learn how to determine the EWS URL](#)

The value to enter in the **User name** field depends on your Exchange configuration, and can be any of these three options:

1. Leave blank—not required for many Exchange servers.
2. Try entering your email again, which some Exchange servers accept as a user name.
3. Enter your full **Domain\UserName** you would use to sign into other Windows systems:
 - Your organization's domain. [Learn how to obtain the domain](#) if you're not sure what it is.

- Then backslash (the symbol \ and not the normal slash).
- Then your UserName - the ID you use to access your internal systems. [Learn how to obtain the UserName](#) if you're not sure what it is.

Click the **Connect** button. If you're still not connected, make sure you have entered all the values as above, making sure all the formats and slashes are in the right places.

If the connection still fails, search your organization's internal knowledge base or contact your IT support, as there are many possible Exchange configurations and settings. [Learn more about Exchange/Outlook connection troubleshooting](#)
