

Exchange/Outlook Calendar FAQs

Last Modified on Feb 27, 2022

OnceHub communicates with your Exchange/Outlook Calendar in real time using an encrypted Exchange Web Services (EWS) connection, a well-established official Microsoft protocol. All credentials and data traffic are fully encrypted.

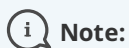
What does Exchange integration mean?

Exchange is a server that manages mailboxes, contacts, calendars and more. Exchange users never access Exchange directly, but rather through an email client. This can be an Outlook client on a PC or Mac, a mobile device, or web access via the browser. OnceHub integrates directly with Exchange while you keep using whichever calendar access method you're currently using.

Establishing a connection FAQs

How do I connect my Exchange/Outlook Calendar?

1. Sign in to your OnceHub Account.
2. Go to the left sidebar -> **Profile-> Calendar connection**. If you are switching connections, you must [disconnect from your previous connection](#) first.
3. Click the **Connect** button next to Exchange/Outlook Calendar and provide your credentials.



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

[Learn more about connecting to Exchange/Outlook Calendar](#)

I already have a calendar connected. How do I switch to another?

Your account can only be connected to one calendar at a time. If you want to switch from one calendar to another, or from one connection method to another, you will need to [disconnect the previous one](#) and then connect the new one.

In your OnceHub Account, open the left sidebar and select **Profile -> Calendar connection**. Click the **Disconnect** link and then connect to another calendar or connection method. [Learn more about disconnecting a calendar](#)

I cannot connect - what should I do?

See [our step-by-step connection guide](#) or [our troubleshooting guide](#).

Connection characteristics FAQs

How does OnceHub connect with Exchange/Outlook Calendar?

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. The integration uses the permissions Users already have when viewing calendars (for example, only free/busy), so no new information will be accessible to them.

[Learn more about Exchange/Outlook integration security](#)

Note:

OnceHub does not support Microsoft ActiveSync connections at this time.

How are my credentials stored?

When you enter your credentials to connect OnceHub to your Exchange/Outlook Calendar, your password is encrypted with AES-256 (Advanced Encryption Standard) and stored in our cloud database.

[Learn more about how sign-in credentials are stored and protected by OnceHub](#)

Which Exchange versions are supported?

Most Exchange versions are supported: Exchange Online (hosted) and On-premises Exchange (versions 2007, 2010, 2013, and 2016).

Important:

Please note that Office 365 support for EWS is **not** supported.

Can OnceHub connect with shared calendars or resources (rooms)?

Your default calendar, sub-calendars (folders) and shared calendars are supported.

Resource calendars are supported if you are connected via OAuth 2.0 or our PC connector, if the resource calendar is shared with full read/write permissions. [Learn more about using Exchange/Outlook resource calendars](#)

What happens if my password changes?

If your Outlook password is changed, you must reconnect with the new password to restore the connection. [Learn more about resolving connection issues](#)

What happens if there's an issue with the connection?

During a connection failure, ScheduleOnce Booking pages cannot accept bookings. This measure is taken to prevent the possibility of double bookings.

To enable bookings, you must either [restore the connection by reconnecting](#), or disconnect your calendar by clicking the **Disconnect** link and then reconnect again. [Learn more about disconnecting a calendar](#)

Working with Exchange/Outlook Calendar FAQs

Can I disable the Exchange/Outlook Calendar invite that is sent to my Customers?

In ScheduleOnce, you can disable the Exchange/Outlook Calendar invite email in **Setup -> ScheduleOnce setup -> relevant Booking page -> Customer notifications** and uncheck the box that sends the Exchange/Outlook Calendar invite email.

Note :

The **Customer notifications** section [will be on the Event type](#) if the [Booking page](#) is associated with at least one [Event type](#).

I cannot see my scheduled meeting in my Exchange/Outlook Calendar

In your Exchange/Outlook Calendar, make sure that the calendar in which your meeting was scheduled is selected. Find it in the calendar list in the left bar and click it to select it.

You can also select the activity in the [ScheduleOnce Activity stream](#), then click the action menu (three dots) in the right-hand pane and select **View Calendar event** (Figure 1).

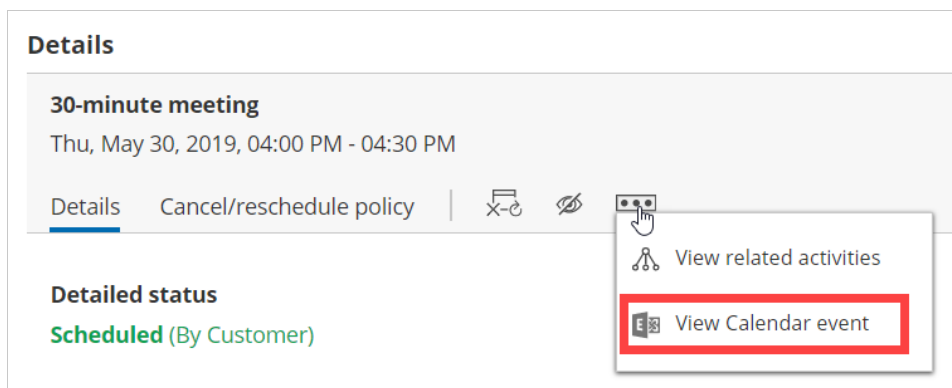


Figure 1: View Calendar event

There is a time offset between my calendar and ScheduleOnce

This might be due to time zone differences between the account time zone in your Exchange/Outlook account and the [time zone on your Booking page](#). To change the time zone:

- **In ScheduleOnce:** Go to the [Time zone subsection](#) in the [Overview section](#) on your Booking page, select the new time zone and click **Save**.
- **In Exchange:** Go to the settings in your calendar (Outlook, browser or other email client) to update the time zone. Reload/refresh the ScheduleOnce page to reflect the change.

Can I set default Exchange/Outlook Calendar reminders when events are created via ScheduleOnce?

Yes, you can configure default Exchange/Outlook Calendar reminders in the connected Exchange/Outlook Calendar. Go to your OnceHub Account and click **Profile** in the left sidebar. Click on **Calendar connection** and use the **Default Exchange/Outlook Calendar reminders** drop-down menu to select the value that you want.

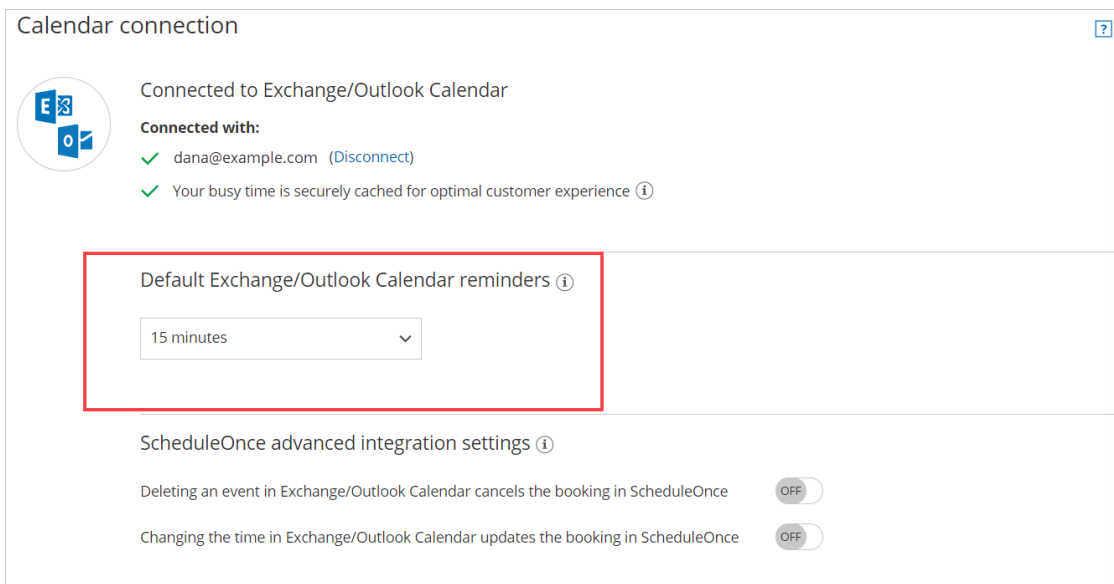


Figure 2: Default Exchange/Outlook Calendar reminders

Can I update ScheduleOnce meetings in my connected Exchange/Outlook Calendar?

Yes, when you are connected to Exchange/Outlook Calendar, you can select whether changes made to ScheduleOnce events in your connected calendar are reflected in ScheduleOnce.

When a ScheduleOnce event is deleted in your Exchange/Outlook Calendar, it will cancel the booking in ScheduleOnce. When a ScheduleOnce event is moved in your Exchange/Outlook Calendar, the booking will be rescheduled in ScheduleOnce. [Learn more about cancel and reschedule from within your Exchange/Outlook Calendar](#)