## **OnceHub** Support

### Outlook troubleshooting: No Outlook calendars are showing in the Select calendars to sync step

Last Modified on Jun 2, 2023

The calendar selection step allows you to choose which calendars you'd like to sync with OnceHub.

Calendars ScheduleOnce Connector for Outlook	
Select calendars to sync	
My Calendars	^
Calendar - cs@oncehq.com	
Adam's Calendar	
Adam's Personal Calendar	
Adam's Work calendar	
Barbara Demo Calendar	
Diana test calendar	
Michael's Test Calendar	
Carl Handelman	
Diana 2	
∐Matan's Test	
TAIIISON 2	•
	Version 1.1.209
< Back Next >	Cancel

If it appears blank, there are a few steps you can follow to determine what might be causing the issue.

#### Quit and reboot connector

The first recommendation is to quit the connector and reboot it. You can do this by right-clicking on the square, blue and white SO icon in your taskbar icons. Select Exit. You can re-open the OnceHub connector for Outlook through the shortcut created on your Windows Desktop.

#### **Check permission settings**

If you are trying to sync Microsoft Exchange shared calendars, check the permissions of the calendar(s) you are syncing with OnceHub. In Outlook, right-click on the relevant calendar. Go to Properties -> Permissions -> Permission level.

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Ensure that you still have read/write capabilities as the Owner or Publishing Editor of the calendar.

Calendar Properties				×
General Home Pa	ge AutoAi	rchive Permissions	Synchronizati	on
Name Default Anonymous	Permission Owner None	n Level		
Ad	d	Remove Prop	perties	
Permission Levels Read None Free/Busy ti Subject, loci Full Details Other Free/B	Owner me me, ation	Write Create items Create subfold Edit own Edit all	lers	
Delete items None Own All		Other Folder owner Folder contact Folder visible		
OK Cancel Apply				

### Try repairing Outlook

Outlook files can sometimes become corrupted, preventing the connector from reading the calendars correctly

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and displaying a blank screen. Performing a quick Outlook repair will usually take no more than 5-10 minutes and can help with connector issues as well as general Outlook performance issues. Learn more about repairing Outlook