

Managing Your OnceHub Integration With Microsoft Office 365 [New]

This guide explains how to navigate your Microsoft Office 365 integration in OnceHub and manage related scheduling features effectively. Each section details specific functionality and provides instructions for customizing your workflow.

Accessing the OnceHub Integration with Microsoft 365

To manage your Microsoft 365 integration:

1. Click on your profile picture in the top right.
2. Select **User Integrations** from the dropdown.
3. Click on the **Microsoft 365** tile.

Offering Microsoft Teams to Guests

You can toggle whether your guests can choose Microsoft Teams as a video conferencing method when booking meetings with you.

Sending Emails from Your Mailbox

You can toggle whether scheduled meeting emails to guests should:

- Be sent from your connected mailbox.
- Or, use the default sending address (mailer@oncehub.com).

Adjust this setting to align email communications with your organization's branding.

Creating Events in Your Office 365 Calendar

You can use the **Calendar Events Are Created In** setting to control where appointments are added in your connected account. You can choose from:

- The primary calendar.
- Any sub-calendars you have created.
- Calendars that are shared with you, where you have at least read and write permissions.

Retrieving Busy Time from Outlook

You can use the **Busy Time Is Retrieved From** option to determine how OnceHub retrieves your busy time. This option lets you choose one or more sub-calendars, including:

- Sub-calendars you've created within your Microsoft 365 account.
- Calendars shared with your Microsoft 365 account, as long as they have at least Read-only permissions.

When are Outlook events treated as busy in OnceHub?

- **Free:** OnceHub will not read this time as busy.
- **Working elsewhere:** OnceHub reads this time as busy.
- **Tentative:** OnceHub reads this time as busy.
- **Busy:** OnceHub reads this time as busy.
- **Away:** OnceHub reads this time as busy.

You can connect additional secondary calendars to retrieve busy times. For step-by-step guidance, refer to the [Connecting a Secondary Calendar article](#).

Copying Meetings to Sub-Calendars

You can use the **Calendar Events Are Copied To** option to automatically copy meetings to specific sub-calendars. Whenever a meeting is scheduled, the specified sub-calendar(s) will be added as guests to the calendar event.

This option lets you choose one or more sub-calendars, including:

- Sub-calendars you've created within your Microsoft 365 account.
- Calendars shared with your Microsoft 365 account, as long as they have at least Read-and-write permissions.

Cancelling and Updating OnceHub Bookings Directly in Outlook

With the Two-Way Sync toggles, you can easily update bookings directly from your Outlook Calendar. The two toggles allow you to do the following:

1. **Cancel Meetings:** Cancel bookings by simply deleting the corresponding calendar event.
2. **Update Meetings:** Easily make adjustments to existing bookings directly from your Outlook calendar.
 - **Reschedule Meetings:** Change the time of a booking by moving its calendar event.
 - **Allow Meeting Overlap:** Change your calendar event status to free or busy to define whether meetings can overlap.

Please see our article on [Allowing for Meeting Overlaps with Booking Calendars](#) if you would like to know how it works.

Caching Busy Time for Faster Scheduling

When you enable this option, OnceHub stores your busy time temporarily, so it doesn't need to fetch updates from your calendar in real-time every time someone interacts with your booking links. This allows OnceHub to provide a faster and smoother scheduling experience.

Note: We only retrieve whether you're marked as busy or free on your calendar and do not access any event details, ensuring your privacy.

Configuring Default Microsoft 365 Calendar Reminders

You can customize how far in advance reminders should trigger for your Microsoft 365 calendar events. Use the **Default Microsoft 365 Calendar Reminders** drop-down list to select a time interval that fits your preferences.
