User can't see free/busy information after mailbox is migrated to Office 365

Who:

Email account owners

Why:

Email account has recently been migrated to Office 365, now your availability can't be viewed by others

Follow these steps to verify **Default Calendar Permissions** are set to **Free/Busy time** or **Free/Busy time**, **subject**, **location**.

1. Open Outlook and click Calendar icon(normally located at bottom of window)

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Sent Iten	15	
Deleted	tems	
ISS Com	nunications	
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icellis; U		

2. Click Calendar Permissions

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File	Home	Send /	Receive	Fo	lder	View	Acroba	t 🖓	Tell me w	nat you want to	o do						
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3. The Calendar Properties window will open. Now verify **Default Permission level** "Free/Busy Time" or "Free/Busy time, subject, location"

Name	Perr	mission Level		
Default	Nor	ne		
Anonymous	Nor	ne		
Warren, Jacquelyn A.	Rev	iewer		
<			>	
Add		Remove	Properties	
Permissions				
Permission Level: No	ne		~	
Read	///c	Write		
None			e items	
O Free/Busy time			subfolders	
Free/Busy time, s	ubject,	Edit o	wn	
location		Edit a	a 👘	
O Full Details				
Other Free/Busy				
Delete items		Other		
None		Folde	rowner	
Own		Folde	r contact	
		Folde	r visible	

4. If Permission Level is set to "None" as in the picture above

5. Click Permission Level drop down menu to change it from "None"

Jine	nronization		
Name	Permission Level		
Default	None		
Anonymous	None		
Warren, Jacquelyn A.	Reviewer		
	>		
Add	Remove Properties		
Permissions			
Permission Level: None	Click		
Read	Write		
None	Create items		
O Free/Busy time	Create subfolders		
Free/Busy time, subject	ct, 🗌 Edit own		
location	Edit all		
O Full Details			
Other Free/Busy			
Delete items	Other		
None	Folder owner		
Own	Folder contact		
	Folder visible		

6. Select one of the "Free/Busy time" options

1		Dermination 1		
lame		Permission Leve	21	_
)efault		None		
nonymous		None		
Varren, Jacquelyn	А.	Reviewer		
				>
Add		Remove	Propertie	s
ermissions				
ermission Level:	None			~
Read	Owner	T		
None	Publish	ning Editor		
C Erec / Pursu time	Editor	ning Author		
O Free/Busy time	Autho	r		
	Noned	iting Author		
Full Details	Contri	butor		
	Free/B	usy time, subject,	location	
Other Free/Bus	Free/B	usytime		-
Delete items		Other		-
None		Fold	er owner	
Own		Fold	er contact	
		Fold	er visible	
		OK	Cancel	Apply

7. Click the "Yes" button on the Microsoft Outlook Alert window that opens

alendar Properties		×	14	15	
eneral Permissions Synchron	ization		1.4	15	
Name Perr	nission Level				
Default Nor	e				
Anonymous Nor	ie				
Warren, Jacquelyn A. Revi	iewer				
<	>				
Add	Remove Properties				
Permissions					
Permission Level: Free/Busy ti	me 🗸				
C	White				
() None	Create items				_
Free/Busy time	Create subfolders	Microsoft Outloo	k		\times
O location					- 1
O Full Details		A Change	s vou make to Default or A	nonymous permissions will	
Other Free/Busy		apply t	o all users.		
Other Hee/busy		Are you	sure you want to change t	nese permissions?	
Delete items	Other				
None	Folder owner		Click	Yes No	11
Own	Folder contact		L		
	Folder visible				
					-
0	K Cancel	Apply			

8. Click "OK"

Name F	Permission Level
Default F	Free/Busy time
Anonymous I	None
Warren, Jacquelyn A.	Reviewer
<	>
Add	Remove Properties
Permissions	
Permission Level: Free/Bus	v time 🗸
Read	Write
None	Create items
Free/Busy time	Create subfolders
Free/Busy time, subject	, Edit own
location	Edit all
O Full Details	
Other Free/Busy	
Delete items	Other
None	Folder owner
Own	Folder contact
	Folder visible

9. Have another user verify they can see your availability

If users still can't see your availability after perform steps above. Follow the steps below to remove the user and add them back.

Remove the individual from your calendar permissions.

1. Click to highlight user to be removed from permissions list

Calendar Properties		×
General Permissions Syn	nchronization	
Name Default Anonymous Warren, Jacquelyn A.	Permission Level Free/Busy time None Author Click	
< Add	Remove Properties	
Permission Level: Author Read None Free/Busy time Iocation Full Details Other Free/Busy	or Write Create items Create subfolders Edit own Edit all	
Delete items None Own All	Other Folder owner Folder contact Folder visible	
[OK Cancel Apply	

2. Click "Remove" button

Permission Level			
Free/Busy time	Click		
None			
Author			
	>		
Remove	Properties		
	\sim		
Write			
Create	e items		
Create	e subfolders		
t, 🗹 Edit o	🗹 Edit own		
Edit a	п —		
Other			
Folde	r owner		
Folde	r contact		
Folder	r visible		
	Free/Busy time None Author Remove Creat Creat Edit o Edit a Other Folde	Free/Busy time Click None Author Remove Properties Write Create items Create subfolders Edit own Edit all Other Folder owner Folder visible	

Now add the user again

1. Click "Add" button

eneral remission	synchron	12811011	
Name F	Permission Le	vel	
Default F	ree/Busy tim	e	
Anonymous N	lone		
<		>	
Click Add.		Remove Properties	
Permissions			
Permission Level:	Free/Busy ti	me 🗸 🗸	
Read		Write	
○ None		Create items	
Free/Busy time		Create subfolders	
O Free/Busy time	e, subject,	Edit own	
Full Details		Edit all	
Other Free /Bur			
Other ree/bus	/		
Delete items		Other	
None		Folder owner	
Own		Folder contact	
		Folder visible	

2. Enter name of the user to be added

rren, jacquelyn 1. Enter Name	Go Offline Global Add	ess List - j.schroeter@u 🗸	Advanced Find
ame	Title	Business Phone Loca	tion
Warren, Jacquelyn A.	DIR I STUDENT SUPPORT S	. (314) 516-7834	^
Warren, Jake (MU-Student)		(573) 230-2489	
Warren, Jake (UMSL-Student)		(219) 840-2323	
Warren, Jamie (Student)		(281) 463-8819	
Warren, Janelle (UMSL-Student)		(314) 939-7214	
Warren, Jazmyn (UMKC-Student)	Alumnus		
Warren, Jeffrey		(601) 201-9320	
Warren, Jena (MU-Student)	Junior	(660) 654-1424	
Warren, Jeremy A. (UMKC-Stude	. Freshman	(314) 757-8013	
Warren, Jessica		(650) 631-7122	
Warren, Jessica B. (UMKC-Stude		-	
Warren, Jessica May (MU-Stude	Alumnus		
Warren, Jimmy (S&T-Student)	Freshman	(314) 809-2886	
Warren, Jo-Anna	INSTRUCTOR, ADJUNCT	(816) 235-2245	
Warren Joanna L (MIL-Student)		(319) 931-0294	¥
			>
Add -> Warren, Jacquelyn A	<u></u>		

3. Verify the correct user to be added is highlighted

varren, jacquelyn 1. Enter Name	Go Offline Global Addre	ess List - j.schroeter@u 🚿	Advanced Find
Name	Title	Business Phone	Location
💄 Warren, Jacquelyn 4.	DIR I STUDENT SUPPORT S	(314) 516-7834	^
🍰 Warren, Jake (MU-Student)	_	(573) 230-2489	
Warren, Jake (UMSL-Student)	2 Varify Correct User	(219) 840-2323	
Warren, Jamie (Student)	2. Verify Correct Oser	(281) 463-8819	
Warren, Janelle (UMSL-Student)	is nignlighted	(314) 939-7214	
Warren, Jazmyn (UMKC-Student)	Alumnus		
Warren, Jeffrey		(601) 201-9320	
Warren, Jena (MU-Student)	Junior	(660) 654-1424	
& Warren, Jeremy A. (UMKC-Stude	Freshman	(314) 757-8013	
🏖 Warren, Jessica		(650) 631-7122	
& Warren, Jessica B. (UMKC-Stude		-	
& Warren, Jessica May (MU-Stude	Alumnus		
Warren, Jimmy (S&T-Student)	Freshman	(314) 809-2886	
🌡 Warren, Jo-Anna	INSTRUCTOR, ADJUNCT	(816) 235-2245	
. Warren Joanna L. (MIL-Student)		(319) 931-0294	×
<			>
Add -> Warren, Jacquelyn A.			
		01	Cancel

4. Click "Add ->" button

Warren, Jacquelyn 1. Enter Name Go Offline Global Address List - J.schroeter@u Advanced Find Name Title Business Phone Location Warren, Jacquelyn 4. DIR I STUDENT SUPPORT S (314) 516-7834 (573) 230-2489 (219) 840-2323 (281) 463-8819 (281) 463-8819 (314) 939-7214 Warren, Jarenje (UMSL-Student) Warren, Jaranyn (UMKC-Student) Warren, Jena (MU-Student) Junior (600) 654-1424 Warren, Jessica (650) 631-7122 Warren, Jessica B. (UMKC-Stude Freshman (314) 809-2886 Warren, Jassica May (MU-Stude Warren, Jassica May (MU-Stude Warren, Jo-Anna WSTRUCTOR, ADJUNCT (816) 235-2245 Warren, Jacquelyn A. 	earch: Name only More col	umns Address Book		
NameTitleBusiness PhoneLocationWarren, Jacquelyn A, Warren, Jake (MU-Student)DIR I STUDENT SUPPORT S (314) 516-7834Warren, Jake (MU-Student)(573) 230-2489Warren, Jake (UMSL-Student)2. Verify Correct User is highlighted (281) 463-8819 (314) 939-7214Warren, Janelle (UMSL-Student)AlumnusWarren, Jarmyn (UMKC-Student)AlumnusWarren, Jeffrey(601) 201-9320 (191) 201-9320Warren, Jena (MU-Student)JuniorWarren, Jessica(650) 631-7122Warren, Jessica B. (UMKC-StudeWarren, Jessica B. (UMKC-StudeWarren, Jessica May (MU-StudeFreshmanWarren, Jaminy (S&T-Student)FreshmanWarren, Janiny (S&T-Student)STRUCTOR, ADJUNCTWarren, Jo-AnnaINSTRUCTOR, ADJUNCTWarren, Jo-AnnaINSTRUCTOR, ADJUNCTWarren, Jacquelyn A.Xerren, Jacquelyn A.	warren, jacquelyn 1. Enter Name	Go Offline Global Addr	ess List - j.schroeter@u	Advanced Find
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Warren, Jazmyn (UMKC-Student) Alumnus Warren, Jeffrey (601) 201-9320 Warren, Jena (MU-Student) Junior (660) 654-1424 Warren, Jeremy A. (UMKC-Stude Freshman (314) 757-8013 Warren, Jessica B. (UMKC-Stude (650) 631-7122 Warren, Jessica B. (UMKC-Stude Warren, Jessica May (MU-Stude Alumnus Warren, Jessica May (MU-Stude Alumnus Warren, Jo-Anna INSTRUCTOR, ADJUNCT (816) 235-2245 Warren Joanna L (MIL-Student) (319) 931.0294	🚨 Warren, Janelle (UMSL-Student)	is ingringitied	(314) 939-7214	
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Warren, Jeremy A. (UMKC-Stude Freshman (314) 757-8013 Warren, Jessica B. (UMKC-Stude Warren, Jessica B. (UMKC-Stude Warren, Jessica May (MU-Stude Alumnus Warren, Jimmy (S&T-Student) Freshman (314) 809-2886 Warren, Jo-Anna INSTRUCTOR, ADJUNCT (816) 235-2245 Warren Joanna L. (MIL-Student) (319) 931.0294	尤 Warren, Jena (MU-Student)	Junior	(660) 654-1424	
Warren, Jessica (650) 631-7122 Warren, Jessica B. (UMKC-Stude Warren, Jessica May (MU-Stude Alumnus Warren, Jimmy (S&T-Student) Freshman (314) 809-2886 Warren, Jo-Anna INSTRUCTOR, ADJUNCT (816) 235-2245 Warren Joanna L. (MI L-Student) (319) 931_0294	🚨 Warren, Jeremy A. (UMKC-Stude	Freshman	(314) 757-8013	
Warren, Jessica B. (UMKC-Stude Warren, Jessica May (MU-Stude Alumnus Warren, Jimmy (S&T-Student) Freshman (314) 809-2886 Warren, Jo-Anna INSTRUCTOR, ADJUNCT (816) 235-2245 Warren Joanna L (MIL-Student) (319) 931_0294	🚨 Warren, Jessica		(650) 631-7122	
Warren, Jessica May (MU-Stude Alumnus Warren, Jimmy (S&T-Student) Freshman (314) 809-2886 Warren, Jo-Anna INSTRUCTOR, ADJUNCT (816) 235-2245 Warren Joanna L (MIL-Student) (319) 931_0294 Add -> Warren, Jacquelyn A.	🚨 Warren, Jessica B. (UMKC-Stude		-	
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Warren Joanna L (MIL-Student) (319) 931_0294 Add -> Warren, Jacquelyn A,	🏖 Warren, Jo-Anna	INSTRUCTOR, ADJUNCT	(816) 235-2245	
Add -> Warren, Jacquelyn A.	S Warren Joanna L (MIL-Student)		(319) 931-0294	¥
Add -> Warren, Jacquelyn A.	<			>
	Add -> Warren, Jacquelyn A	<u>.</u>		

5. Click "OK" button

arren, jacquelyn 1. Enter Name	Go Offline Global Addr	ess List - i.schroeter@u \	Advanced Find
		, series and s	
Name	Title	Business Phone	Location
📕 Warren, Jacquelyn <u>A.</u>	DIR I STUDENT SUPPORT S	(314) 516-7834	^
🚨 Warren, Jake (MU-Student)		(573) 230-2489	
🚨 Warren, Jake (UMSL-Student)	2 Verify Correct User	(219) 840-2323	
🚨 Warren, Jamie (Student)	is highlighted	(281) 463-8819	
🚨 Warren, Janelle (UMSL-Student)	is nightighted	(314) 939-7214	
🚨 Warren, Jazmyn (UMKC-Student)	Alumnus		
🚨 Warren, Jeffrey		(601) 201-9320	
尤 Warren, Jena (MU-Student)	Junior	(660) 654-1424	
🚨 Warren, Jeremy A. (UMKC-Stude	Freshman	(314) 757-8013	
🚨 Warren, Jessica		(650) 631-7122	
🚨 Warren, Jessica B. (UMKC-Stude		-	
🚨 Warren, Jessica May (MU-Stude	Alumnus		
🊨 Warren, Jimmy (S&T-Student)	Freshman	(314) 809-2886	
🊨 Warren, Jo-Anna	INSTRUCTOR, ADJUNCT	(816) 235-2245	
. Warren Ioanna L (MI L-Student)		(319) 931-0294	×
<			>
Add -> Warren, Jacquelyn A	<u>.</u>		
Click Add			

6. Adjust Permission Level

Name	Permission Leve	1	
Default	Free/Busy time		
Anonymous	None		
Warren, Jacquelyn A.	Free/Busy time		
<		>	
Add	Remove	Properties	
Permissions Click 1	to Adjust Perm	ission Level	-
Permission Level: Free/B	Susy time	~	
Read	Write		
○ None	Creat	e items	
Free/Busy time	Creat	e subfolders	
Free/Busy time, subje	ect, 🗌 Edit o	own	
Full Details	Edit a	ll	
Other Free/Bury			
Other Free/busy			
Delete items	Other		
None	Folde	er owner	
Own	Folde	er contact	
() All	L Folde	er visible	
_			