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)
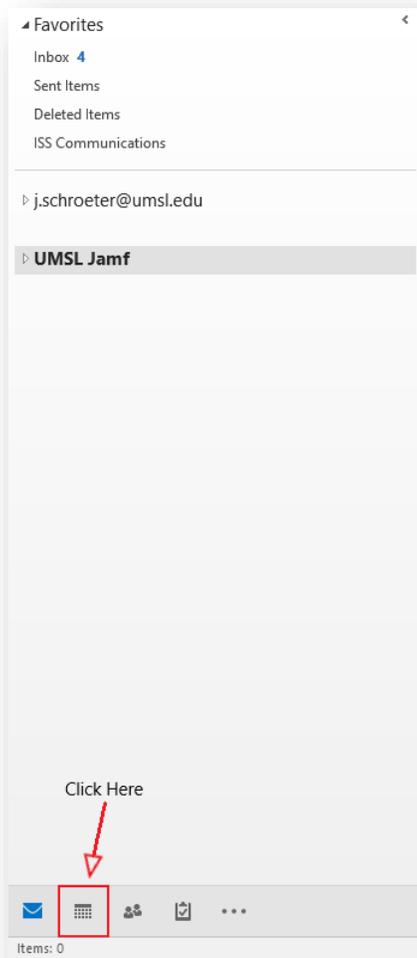
2. Click Calendar Permissions
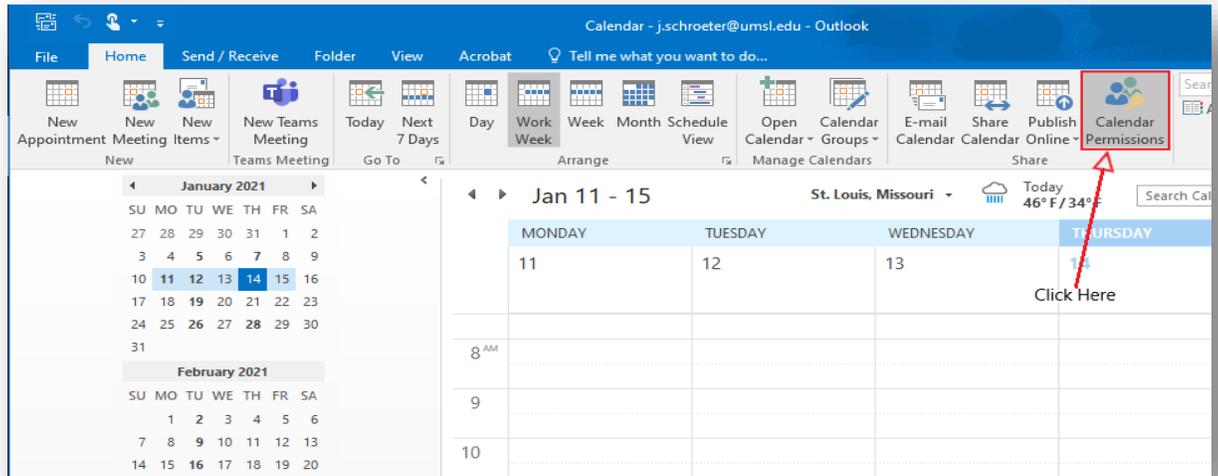
3. The Calendar Properties window will open. Now verify **Default Permission level** "Free/Busy Time" or "Free/Busy time, subject, location"
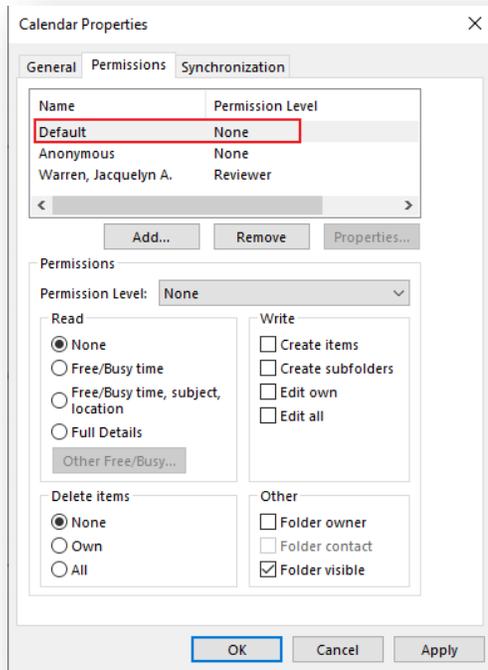
4. If **Permission Level** is set to "None" as in the picture above

5. Click **Permission Level** drop down menu to change it from "None"
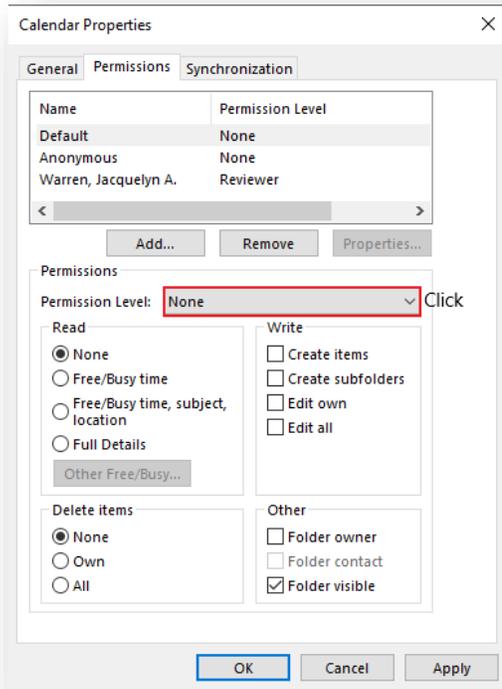
6. Select one of the "Free/Busy time" options
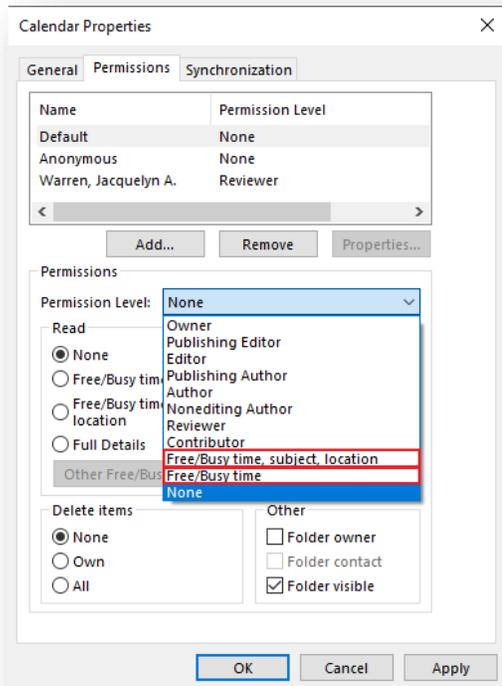
7. Click the "Yes" button on the Microsoft Outlook Alert window that opens
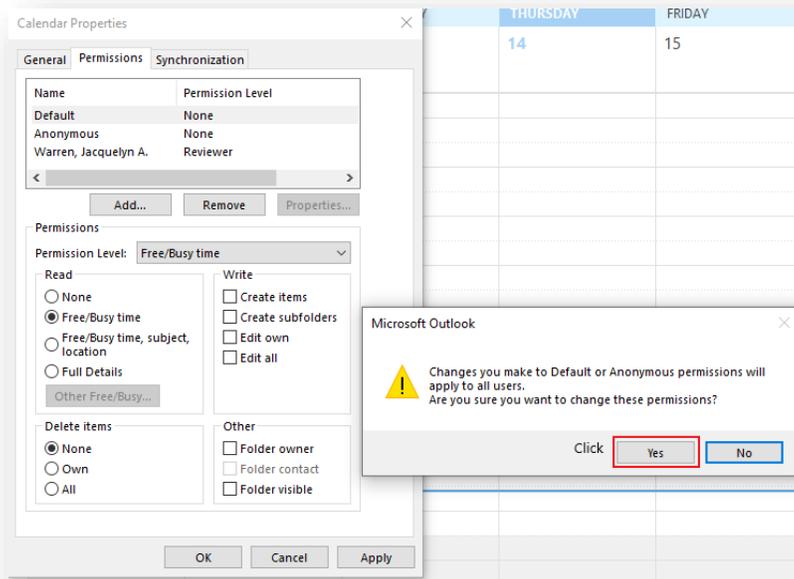
8. Click "OK"
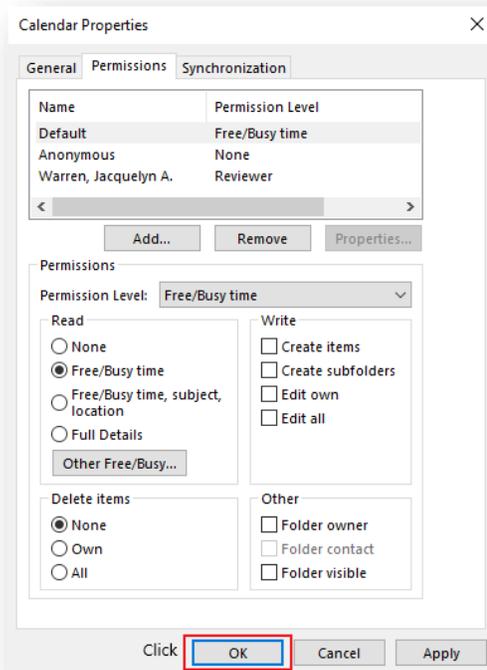
9. Have another user verify they can see your availability

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
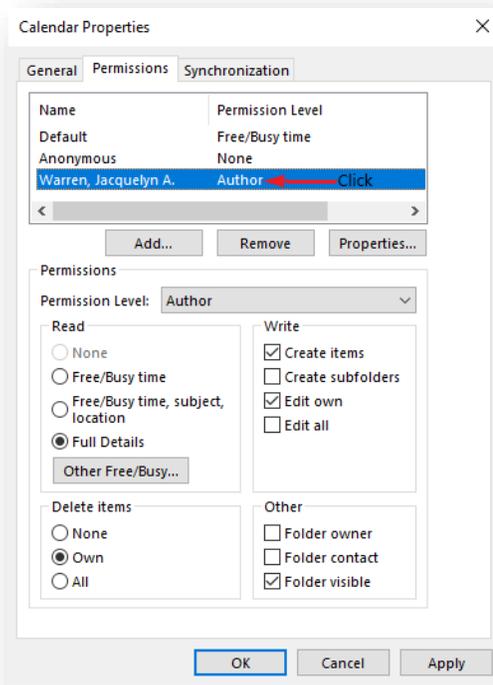
2. Click "Remove" button
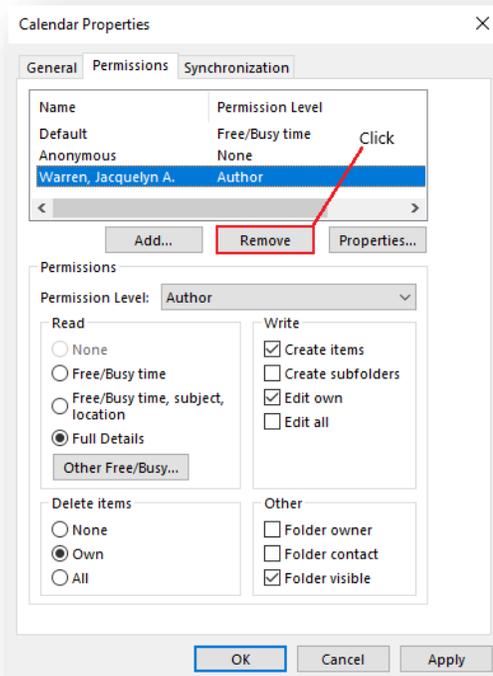
Now add the user again

1. Click "Add" button
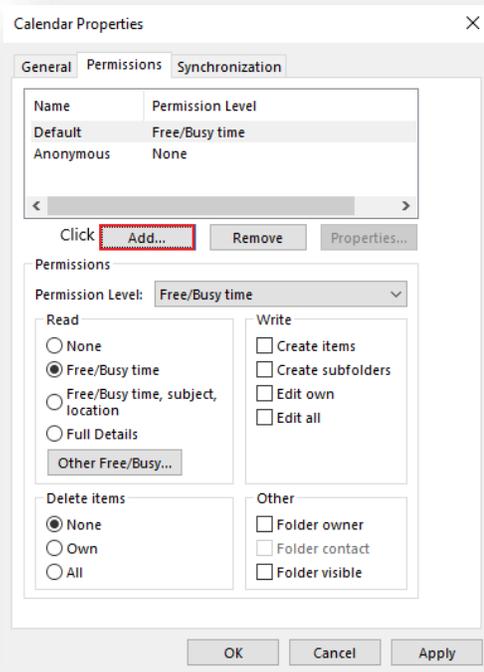
2. Enter name of the user to be added
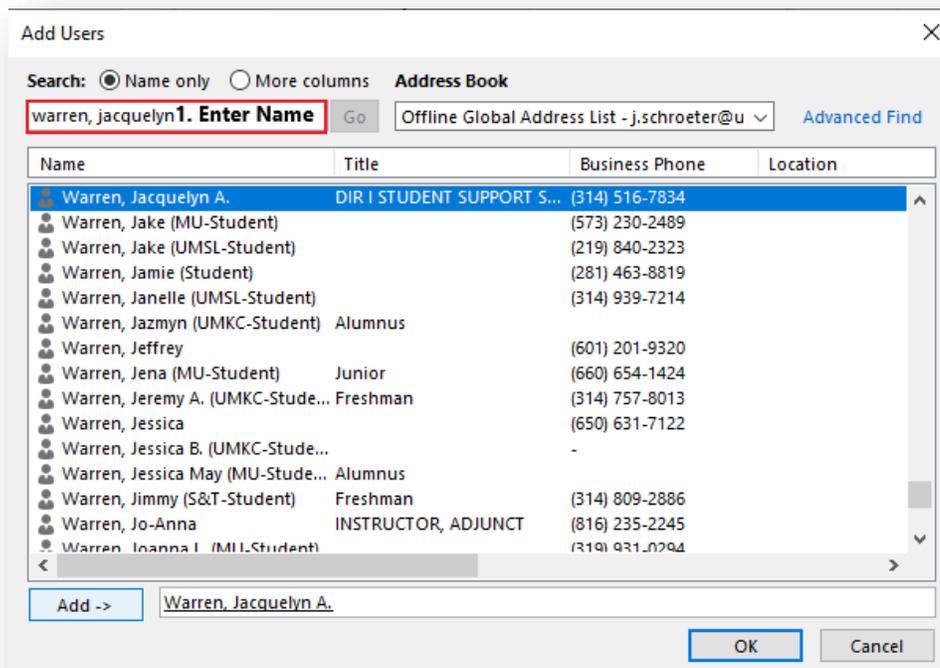
3. Verify the correct user to be added is highlighted
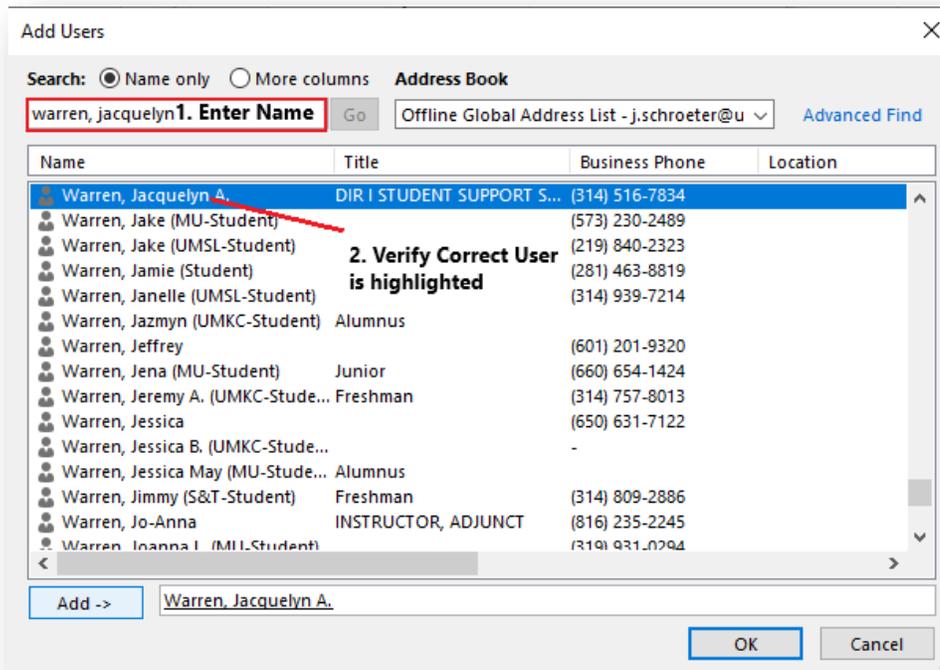
4. Click "Add ->" button
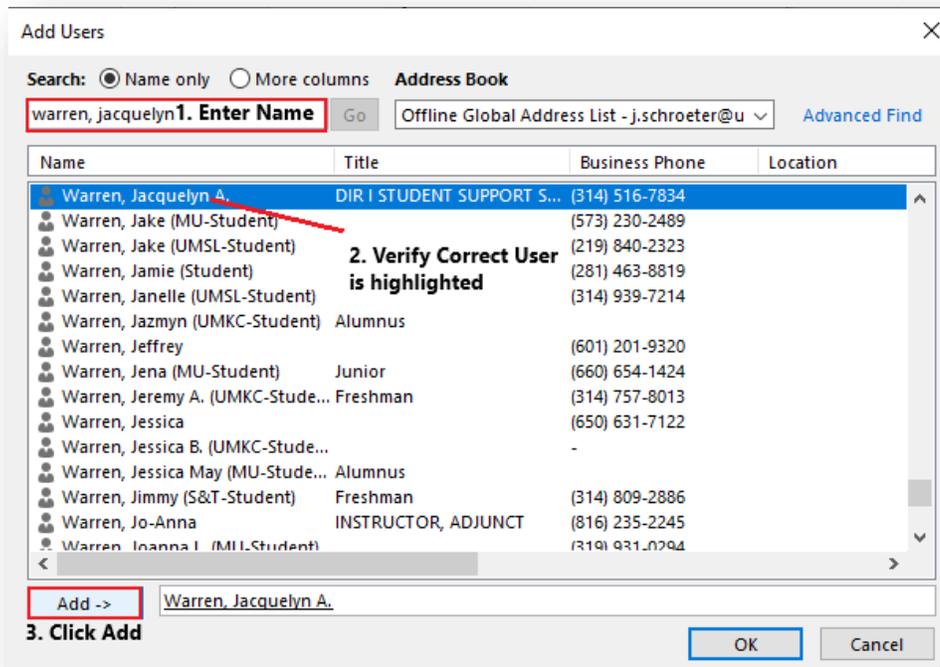
5. Click "OK" button
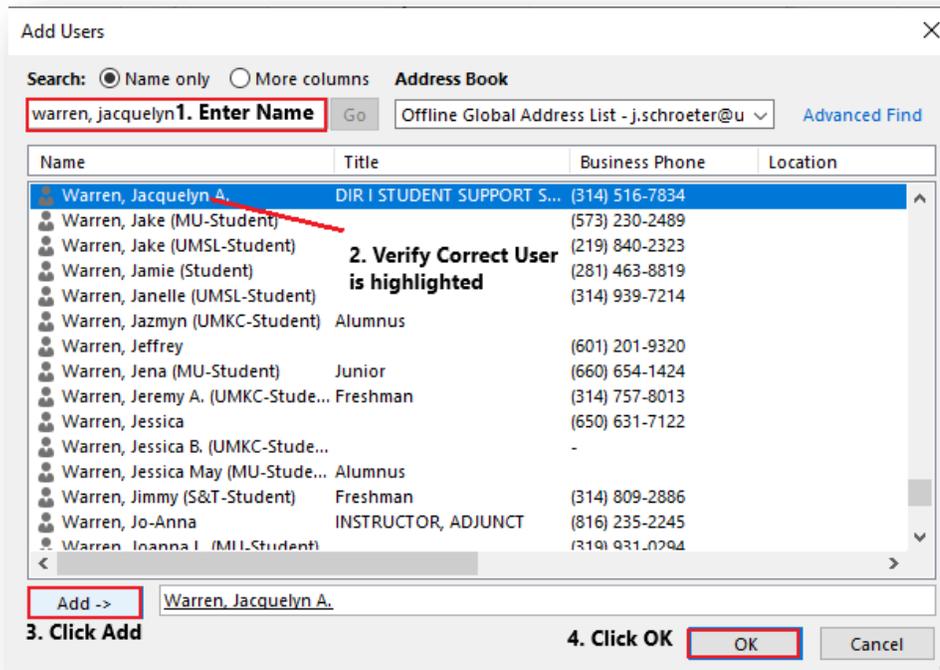
6. Adjust **Permission Level**