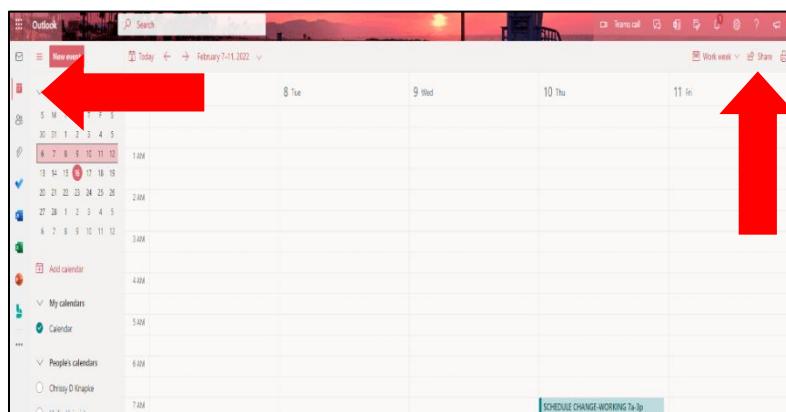


# Syncing Outlook & Starfish Calendars

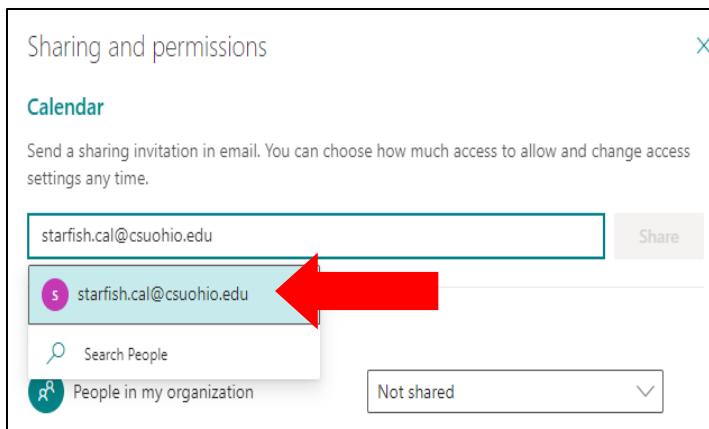
\*To sync your Outlook calendar with your Starfish calendar, you must complete ALL 3 steps shown below.

## **Step 1: Sharing Microsoft Outlook/365 Calendar with Starfish**

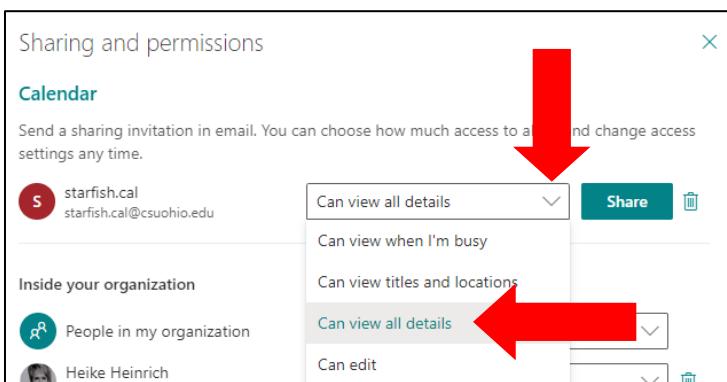
1. Log in to your Microsoft 365 account by visiting: <http://engage365.csuohio.edu/>. Enter your CSU credentials to login to Microsoft Outlook/365
2. Navigate to your calendar. Select ‘Share’ at the top-right of the screen.



3. In the *Search bar*, type *starfish.cal@csuohio.edu* and select the matching contact.



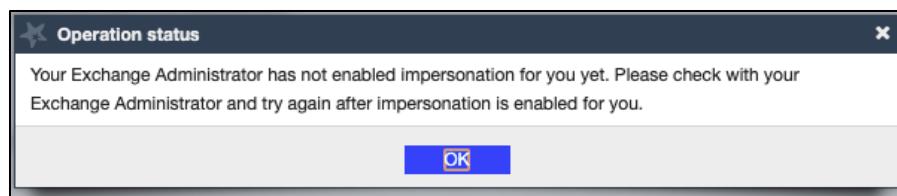
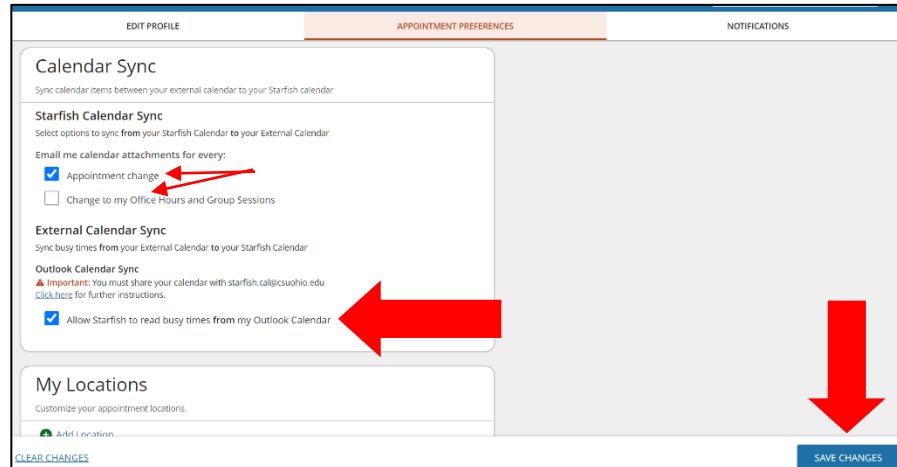
4. Set the permission levels to ‘*Can view all details*’, by selecting the drop-down arrow. Then, select ‘Share’.



## **Step 2: Enable Calendar Sharing in Starfish**

Once you have shared your calendar with Starfish, you must then let Starfish know you are doing this. To do this, you will need to:

1. Log in to Starfish.
2. Select the options button at the top-left of the screen. Select Your Name>Appointment Preferences.
3. Scroll down to ‘Calendar Sync’. Check the box ‘Allow Starfish to read busy times from my Outlook Calendar’.
4. Select if you want email attachments for appointment changes, and/or changes to office hours and group sessions. Then, click ‘Save Changes’ at the bottom right of the screen.
5. This error message will show up. You will need to submit a HelpDesk ticket with IS&T to complete the syncing procedures.



6. Go to <http://easy.csuohio.edu> and select ‘Order Something/Request Access’. Then, select ‘Create a New Incident or Ask a Question’.

The first screenshot shows a green button with a white shopping cart icon and the text 'Order Something/Request Access'. Below it is a smaller line of text: 'Browse the catalog for services and items you need'. The second screenshot shows a green button with a white 'easy' logo and the text 'Create a New Incident or As...'. Below it is another green button with the same 'easy' logo and the text 'Create a New Incident'.

7. Fill in the blanks with your contact information. For the bottom portion, copy the following information from the image. Then, select ‘Submit’. A HelpDesk ticket will be sent. You will receive an email when this ticket is opened and resolved.

The form has several input fields:

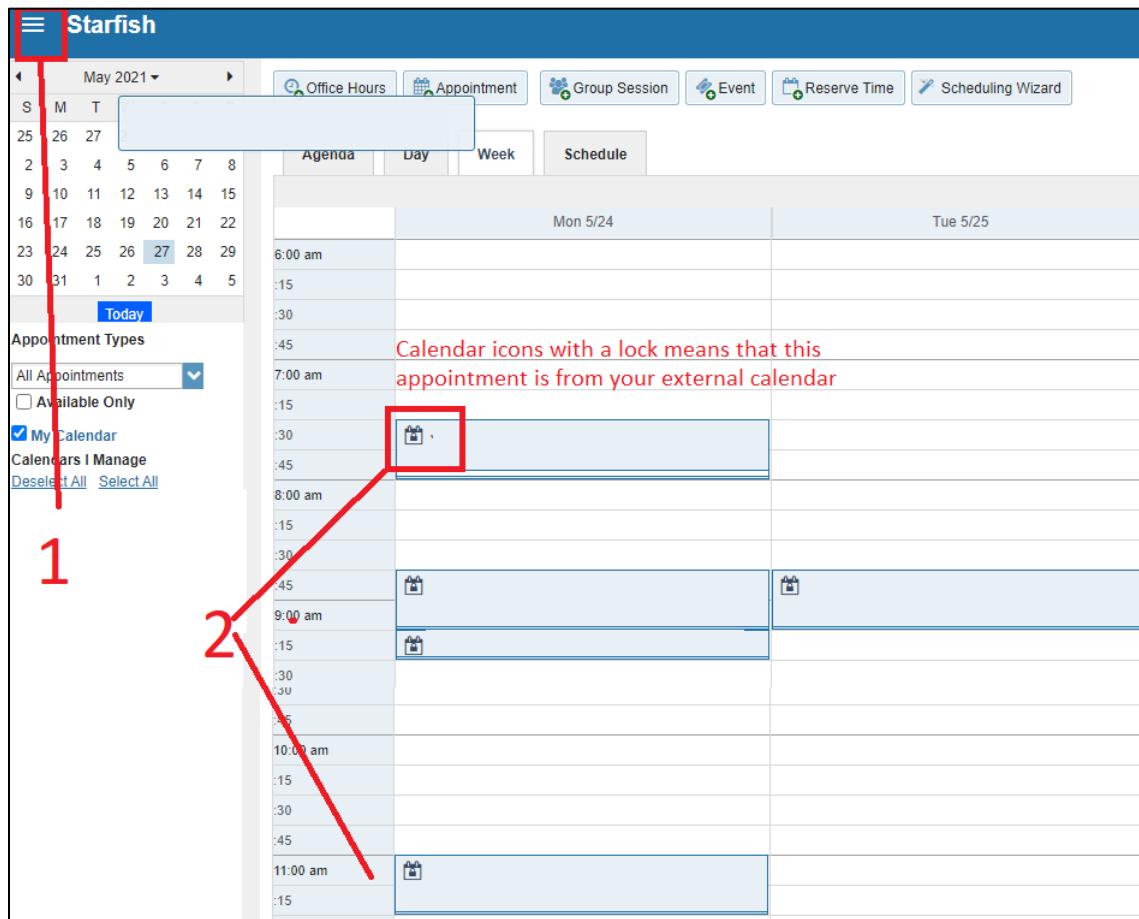
- \* Short description: A text input field containing 'Server Issue'.
- \* Device Name: A text input field containing 'starfishimpersonationScope group'.
- Please describe your issue or ask your knowledge question in the field below.: A large text area with a placeholder message: 'NAME (CSU ID) is ready for calendar integration with Starfish and would like to be added to the starfishimpersonationScope group.'

### **Step 3: Confirm the Sharing/Syncing is Active**

Upon receiving the HelpDesk ticket email stating the request is resolved, you will have to wait 24 hours for these changes to take effect. Confirm the syncing was successful by:

1. Select the options button at the top-left of your screen. Select ‘Appointments’. Look at your calendar and confirm that items from your Outlook calendar are now appearing in your Starfish calendar. Any item on your calendar with a lock within a calendar is an appointment from your external calendar. You can only modify/remove these items from your external/Outlook calendar, not from within Starfish.

NOTE: Calendar syncing only displays for 90 days out. Your Starfish calendar will not show any scheduled meetings/events past 90 days from the present day.



**\*Any questions/comments/concerns can be directed to [starfishsupport@csuohio.edu](mailto:starfishsupport@csuohio.edu)**