

GSD. Global – Mobile Phone - Creating new appointment with Outlook Mobile App

Article ID: KB0039370

Created: 2024-12-19 13:59:40

Updated: 2025-01-23 16:37:10

Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/acaf843397d74958f7e3bb8fe153afe3',

'value': 'acaf843397d74958f7e3bb8fe153afe3'}

Category: {'link':

'https://fmcnadev.service-now.com/api/now/table/kb_category/50a39c48c3ca1a100acd33001501314c',

'value': '50a39c48c3ca1a100acd33001501314c'}

General Information:

Possible symptoms/errors:

User wants to create new appointment with Outlook Mobile App.

Alternative names of the system:

App StoreMailCalendar

IMPORTANT NOTICE:

N/A

Solution:

Outlook is the standard Mailing and Calendar app in Intune environment.

Advise user to open Outlook app

Inform user to go to the bottom and click Calendar, then push the Plus button next to it.

Now they can create an event according to their needs. After the basic settings (like title, time, etc.), inform user to click the check mark on the upper right corner to save their event.

Note: If they turn on the Private option, they will see a lock icon on this event when they check on their Outlook desktop app. Users can only see this time is booked with the title Private Appointment but no more details.

Assignment Group:

Ext_WW_Mobile-Workplace_SLS_Capgemini

Ticket Creation:

Template: N/A

Configuration Item: N/A

Important Links:

N/A