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Managing Recurring Bookings from Outlook

Guide for room bookers using Outlook desktop application or Outlook online (365)

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Please note – if you would like information on how to make a recurring booking in Planon, please consult the general room booking user guide at https://www.imperial.ac.uk/estates-facilities/buildings/room-bookings/how-to/

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Dos and Don'ts of Managing Recurring Bookings in Outlook

Do

Open and cancel the series

Open and cancel a single event

Move a single event to a new date or time

Remove or add a room or multiple rooms to the series

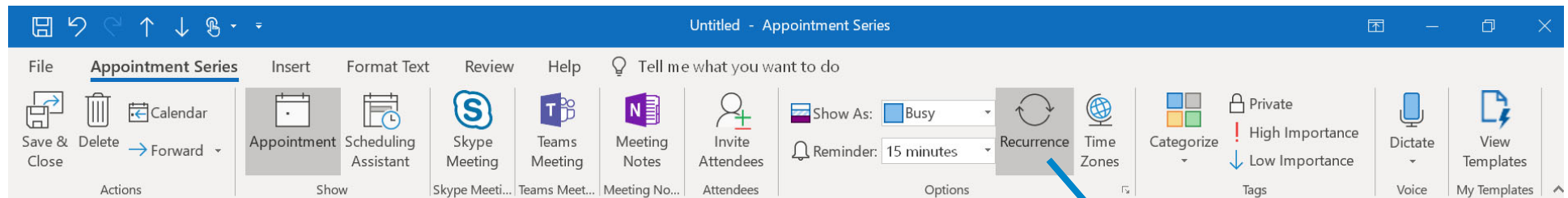Remove or add a room or multiple rooms to a single event

Do not

Move the series to a new day or time

Change the start date of the series

Extend or shorten the series

Make any changes to the series using the recurrence pop up window (see next page)

Appointment Recurrence Pop Up window

- When you open an appointment from your calendar, you will see the 'Recurrence' button in the top ribbon.
- Clicking on this will cause the 'Appointment Recurrence window to pop up.
- If you make any changes using this pop-up window, the changes will be made in Outlook but not in Planon, resulting in a **mismatch between the bookings in Outlook and Planon.**

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If you find that you have mismatches between your appointments in Outlook and Planon due to using the Appointment Recurrence window, these can be easily fixed:

- Double click on any occurrence in the calendar it was created and open the series.

- Remove the rooms from the invitees where you know there is a problem.

- Send an Update. (The original bookings for those rooms with the wrong date/time will be cancelled.)

- Open the series again in the same way.

- Add the room (or rooms) to the invitees.

- Send Update.