

Reserving conference rooms through Microsoft Outlook FAQ

Reserving a conference room through Microsoft Outlook streamlines conference room management and lets you use video and audio features through Webex or Skype for an enhanced meeting experience.

Who do I need to contact to enable conference room scheduling through Outlook?

You can open a service desk ticket, or you can email uccconferenceroomssupport@mail.nih.gov.

What is needed to enable conference room reservations through Outlook?

You need a dedicated Outlook Mailbox Account to reserve a conference room. This is different from reservation through an Outlook Public folder. This dedicated conference room mailbox will automatically handle meeting invitations.

How are Conference Room Reservations Approved?

If the room is available at the specified time, the conference room account automatically accepts any Outlook meeting invitation. If the room is already reserved or conflicts with another scheduled meeting, the new meeting request will be declined.

For some conference rooms—such as a director’s conference room or a training room—you may want to restrict reservations to a specific group. Room reservations can be limited to a specific group of people or to an email distribution list. Only people with the right permission may reserve the room. Meeting organizers who do not have permission will automatically receive a decline email when they try to reserve a restricted room.

Alternatively, delegates can be assigned to a conference room mailbox to approve or deny all conference room reservations. Meeting organizers will receive a tentative response from the conference room mailbox and delegates will receive a meeting invitation for the conference room. When a delegate responds to the invitation, the meeting organizer will be notified of the response. Delegate responsibilities can be assigned to individuals or an email distribution list.

How are meeting cancellations handled?

To cancel a meeting, the meeting organizer must send a meeting cancellation to the conference room mailbox account. The mailbox account will automatically remove the cancelled meeting from its calendar and make the time available for scheduling.

In some cases, it may not be possible for the meeting organizer to cancel their meeting. Elevated permissions can be given to support staff to directly delete meetings from conference room mailbox accounts.

Are there any Conference Room Reservation limitations?

Only Microsoft Outlook meeting invitations are handled automatically. Meeting invitations sent through an attached file or an embedded link are not handled automatically or sent to delegates.

Meetings can be scheduled up to six months into the future. This limit helps to prevent orphaned meetings. Attempts to schedule a meeting beyond the six-month limit will cause your meeting to be declined.

For recurring meetings, the video conference system allows up to 100 recurrences of the meeting to be scheduled. Attempting to schedule more than 100 recurrences causes your meeting invitation to be declined. (for example: A daily meeting over five months would be ~150 meeting recurrences. This meeting invitation would be declined.)

How do I schedule a conference room in Outlook?

For instructions on how to schedule a conference room through Outlook, please visit <https://video.nih.gov/webex/docs/reserve-confm-new-meeting-outlook.pdf>

For Additional Questions or Concerns, please contact us at uccconferenceconferenceroomsupport@mail.nih.gov.