

# How to Manage Rooms in Outlook

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*This information is for people who have permission to manage a room. If you need to schedule a room, please refer to “How to Schedule Rooms in Outlook.”*

Conference rooms (or shared equipment) can be added to Outlook, providing a simple and efficient way to schedule departmentally owned resources.

A room has its own calendar, which can be viewed in a meeting request much like an individual calendar. When a request for a room is accepted an event is added to the room’s calendar.

*Note: Resource mailboxes cannot be accessed directly. The only way to open a resource mailbox is to open it from the delegate's mailbox. See below for more information.*

## Room Management Options

A room can be set up to handle requests in one of three ways:

- **Moderated:** Requests to reserve the room must be approved or denied by the Moderator.
- **Self-service group(s):** Requests are automatically accepted for designated groups. Requests from people not in those groups can be manually reviewed or automatically denied.
- **Self-service for all:** Requests from any user are automatically approved.

## Room Management Roles

- **Owner** – The Owner is the primary contact for an account (frequently department chair or dean). There can be only one Owner. The Owner will be contacted if KU IT has questions about who should be able to access the account. The Owner does not have the ability to manage a resource. If the owner needs to have that ability, s/he also needs to be designated as a Moderator.
- **Moderator** – The Moderator is responsible for managing requests for the room. Moderators have the ability to make any needed changes to the room and will receive all approval messages. Two (recommended) or three (maximum) Moderators can be designated.
- **Editor** – Optional role (not recommended). The Editor has the ability to make changes to the room, but does not receive approval messages. This role is only used if someone needs to have the ability to change the room but does not want the responsibility of managing the room.

## How Users Schedule Rooms

Users can schedule a room by adding it to their meeting invitation in Outlook. (For more detailed instructions, see *How to Schedule Rooms in Outlook.*)

## How Moderators Manage Rooms

The work of the Moderator depends on how the room is set up.

- *Moderated*: Moderators will receive, review, and approve or deny each meeting request manually. Moderators accept or deny meeting invitations on behalf of each room they moderate.
- *Self-service group(s)*: Requests from people in the designated groups will be automatically accepted based on availability. Moderators will not see the requests from people in the designated group(s), but will be able to make changes to the calendar after the fact if needed. Requests from people not in those groups will be manually reviewed or automatically denied depending on how the room is set up.
- *Self-service for all*: Moderators will not see any requests. All requests are automatically accepted based on availability.

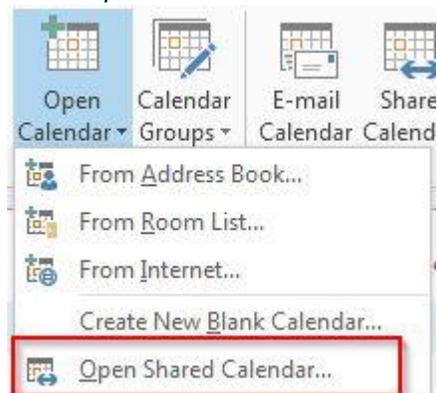
## How to Open a Shared Calendar for a Room

*Note: You must be a Moderator or an Editor to open a room calendar.*

### Outlook 2013

The room calendar you manage will appear in the My Calendars list on the left side of the window. To view the room calendar:

1. Click Calendar at the bottom of the screen.
2. Locate the section labeled My Calendars on the left side of the window. Any room you moderate should appear here. If you do not see the room:
  - a. Click *Open Calendar* on the Ribbon
  - b. Select *Open Shared Calendar...*



- c. Type in the name of the room in the dialog box
3. Check the box next to the calendar you want to display.
  4. Uncheck any calendars you want to hide.

### Outlook 2011 for Mac

In Outlook 2011, you must open the Delegates window and add the resource you manage. This will cause the shared calendar for the resource to appear in your Shared Calendars list on the left side of the Outlook 2011 window. To view the room calendar:

1. Click Calendar on the left side of the window.
2. Click Tools > Accounts...
3. Select your Exchange account on the left side of the Accounts window.

4. Click Advanced...
5. Click Delegates.
6. Click the plus (+) icon below the box labeled "People I am a delegate for:"
7. Enter the name of the room resource for which you are a delegate and click Find.
8. Select the resource from the list of search results. Then click OK.
9. Click OK again.
10. Close the Accounts window.

The room should appear on the left side of Outlook 2011 under the Shared Calendars heading. Check the box next to the room's calendar to display it. That calendar will overlay on top of your personal calendar. Each calendar is assigned a color and events on each calendar bear that color.

#### Outlook Web App (OWA)

In OWA you must add the shared calendar for the room you manage. The shared calendar will then appear in your People's Calendar on the left side of the OWA window. To view the room calendar:

1. Click Calendar on the left side of the window.
2. Click Share > Add Calendar... at the top of the window.
3. Enter the name of the room resource for which you are a delegate and click OK.
4. Select the resource from the list of search results. Then click OK.

The calendar should be displayed. To hide the shared calendar uncheck the box next to the calendar's name. When you view a shared calendar in OWA, it is displayed beside your other open calendars.

#### Accepting or Declining Meeting Requests

A meeting organizer will invite the room to a meeting. As noted above, how that invitation is handled depends on how the room has been set up.

Moderators will receive email requests for *Moderated* rooms, and for *Self-service group(s)* rooms if the request is made by someone not included in the designated groups. Moderators can accept, decline or propose a new time on behalf of the room, just as they do with their personal calendar. Accepted requests will be added to the room calendar.

If you have questions or need help in managing a meeting room, please contact the IT Customer Service Center at 864-8080, or [itcsc@ku.edu](mailto:itcsc@ku.edu).