TeamSeer and Outlook calendar integration

Guidance notes

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**TeamSeer Outlook integration**

**TeamSeer** can automatically update your **Outlook calendar** with holiday that you've booked, and put your chosen colleague’s days off in the ‘top bar’ of Outlook.

To enable this, there are **two steps** that you need to complete:

a) Update Outlook integration preferences in **TeamSeer**

b) Update Permissions in **Outlook**

(NB: you only need to do this once!)

**Note:** failure to complete both steps will result in your Outlook integration account being **disabled** in TeamSeer.

1) **TeamSeer Outlook integration**

In TeamSeer Home page go to **My Admin** - > **Calendar Sync** - > select **Yes** under ‘**Calendar Sync**’ question?
You can also select the employee(s) who you would like to track in your Outlook calendar.

Tip: Please keep the number of people you are tracking in Outlook to no more than 30. If you wish to track more than 30 users, please refer to the Team View calendar.

Remember to click **Submit changes** button.

You can also refresh all the Team Seer appointments if you have previously experienced issues with your outlook synchronisation.
2) **Outlook Calendar permissions**

**Outlook 2013/2016 for Windows**

1. Open Outlook and choose **Calendar view** at the bottom

   ![Calendar icon](image)

   or select **Calendar Permission** from the tool bar

2. Right click on your calendar and choose **Properties**

   ![Calendar Properties](image)

   This will open calendar properties window
3. Click on the Permissions tab

4. Click Add

5. Type in teamseer in the search field - > select TeamSeer-Outlook Sync Account
6. Click **Add** -> **OK**

7. Click on the **TeamSeer-Outlook Sync Account** user in the list of users - > change the **Permission level** to **Author** - > click **OK**
Outlook 2010 for Windows

1. Open Outlook and choose Calendar view at the bottom

2. Right click on your calendar and choose properties

This will open calendar properties window
3. Click on the **Permissions** tab

![Calendar Properties dialog box with the Permissions tab highlighted.](image)

4. Click **Add**

![Calendar Properties dialog box with the Add button highlighted.](image)

5. Type in **teamseer** in the search field - > select **TeamSeer-Outlook Sync Account**

![Add Users dialog box with teamseer highlighted.](image)
6. Click **Add - > then OK**

7. Click on the **TeamSeer-Outlook Sync Account** user - > change the **Permission level to Author** - > click OK
Outlook for Mac 2011 or 2016

1. Click on the calendar icon at the bottom of the screen

2. Click on your main calendar under My calendars and choose Sharing Permissions

3. Under permissions tab, click on Add User..
4. Type in **teamseer-outlook** - > select the account called **Teamseer-Outlook Sync Account** - > click **Add**

5. Highlight the **Teamseer** account - > change the **Permission level** to **Author** - > click **OK**