How to Respond to Meeting Requests:

Meeting invitations appear in your Exchange email Inbox, identified by a meeting icon.

1. Open the meeting invitation.
2. Take action on the meeting by selecting either Accept, Tentative or Decline.
   - Accept - Adds the meeting to your calendar.
   - Decline - The meeting is not added to your calendar, it is moved to your Deleted Items folder. To accept a declined meeting, open the meeting request and click Accept.
   - Tentative - Adds the meeting to your calendar with a tentative status.
3. The meeting invitation is automatically moved to your Deleted Items folder. The contents will be kept in the Meeting entry on the calendar.

IMPORTANT BEST PRACTICES:

- Email that you receive as a meeting request offers options for Accept, Tentative and Decline. These are NOT simply reply buttons; they are ACTION buttons. Be sure to take action on these requests in the order they were received (oldest to newest). This ensures that it is correctly added to your calendar. If you do not do this, you could overwrite the latest update of a meeting with an old one, which can result in removing or re-adding a meeting on your calendar.
- It's best to NOT allow meeting requests to accumulate in your Inbox; respond to meeting requests in a timely manner. If in doubt, select “Tentative” and change your reply once you are sure. Note that although timely responses are encouraged, it's best to avoid responding from a mobile device.
- DO NOT delete a meeting request without first responding to it; doing so will permanently remove it from your calendar. This advice is particularly important if you assigned a delegate to help manage your calendar. In a situation where you are not sure if you already responded to the meeting, look for the following text, "Accepted by [name] on [date],[time]." This appears in the information bar of the meeting request once the request has been processed. If you accidentally delete a meeting request, you can retrieve it from your "Deleted Items" folder.
- Do not take action on meetings directly from the calendar; process all requests through email. However, if you later have a need to change your meeting status, you can do so through the calendar.
- By default, once you respond to a meeting request the email invitation is automatically moved from your Inbox to your Deleted Items folder. You can move these requests from your Deleted Items folder to another folder; however, do not move them back to your Inbox.
- Even if you think you are already in the meeting, you must process each meeting request that offers the Accept, Tentative and Decline actions. For example, if a recurring meeting is changed, you must take action on it (Accept, Decline, Tentative), otherwise the meeting may be removed from your calendar.
- In cases where a meeting email offers a “No Response Required” action the meeting has already been added/updated on your calendar. Simply select "No Response Required" or "Delete." However, you should be sure that you have already processed prior meeting requests for this meeting.
- Never forward meeting requests; ask the meeting organizer to add the person. If you are the meeting organizer, send an update to the original meeting.
- If you receive a meeting cancellation notice, be sure to select "Remove from Calendar" to remove the entry. This is advised as opposed to simply deleting the email notification. Depending on which client you are using, deleting the email notification MAY NOT remove it from your calendar.
- If you have configured your Ohio University email to forward to another account, be aware that you are also forwarding any meeting requests. This practice will fail to add meetings to your Exchange calendar.

Mobile Device Considerations

- When using your mobile device, adhere to ALL best practices listed above.
- If you’ve already taken action on a meeting request on another device in Outlook or OWA, DO NOT process it again on your mobile device. Don’t take action on it, don’t delete it, just ignore it.
• If you adhere to all best practices but continually experience calendar issues, consider using your mobile device only when viewing your calendar or when creating simple appointments.
• By default, iOS devices (iPhone, iPad) display a popup message when a new meeting request is received. Our recommendation is to disable this feature.

Delegate Considerations
• For those in delegate relationships, ONE person should receive and respond to meeting requests, either the delegate or the supervisor, NEVER both.

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