

**St. Vincent & the Grenadines**  
Ministry of Education and National Reconciliation



**Microsoft Teams Guide:**

**Temporary Fix for Microsoft Teams;  
Scheduling a meeting in the Calendar Error**

[Samsung SM-T295 Tablet]

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**Date:**

Monday, 31<sup>st</sup> May 2021

The following is a copy of the Microsoft Teams Advisory sent to all principals for dissemination highlighting the affected category;

**MINISTRY OF EDUCATION AND NATIONAL RECONCILIATION**

HALIFAX STREET  
KINGSTOWN

**Date:** Tuesday, May 25<sup>th</sup>, 2021  
**To:** Principals/Teachers  
**From:** Anil Sutherland [ICT-Coordinator, Ministry of Education]  
**Subject:** Microsoft Teams Advisory, Service interruption.  
**Affected Category:** Microsoft Teams Calendar  
**Status:** Service partially interrupted

Greetings,

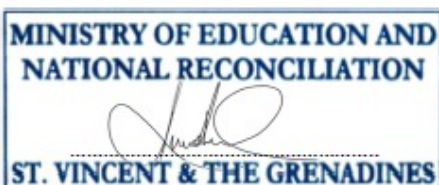
Please be advised that the scheduling of a meeting in Microsoft Teams Calendar is currently experiencing some technical difficulties.

Some users may receive the following error while trying to create a meeting in the calendar:

**We are having difficulties connecting to the service right now.**

The matter has been reported to Microsoft for their technical team to investigate.

The Ministry of Education will disseminate information to all principals of institutions once a solution has been found.



Anil Sutherland

The following guide shows teachers a temporary fix for those who are experiencing problems scheduling a meeting using the Microsoft Teams calendar.

**Specific ERROR:**



**We are having difficulty connecting to the service right now**

**Temporary FIX:**

Schedule your meeting from the outlook calendar and adjust the settings for Microsoft Teams.

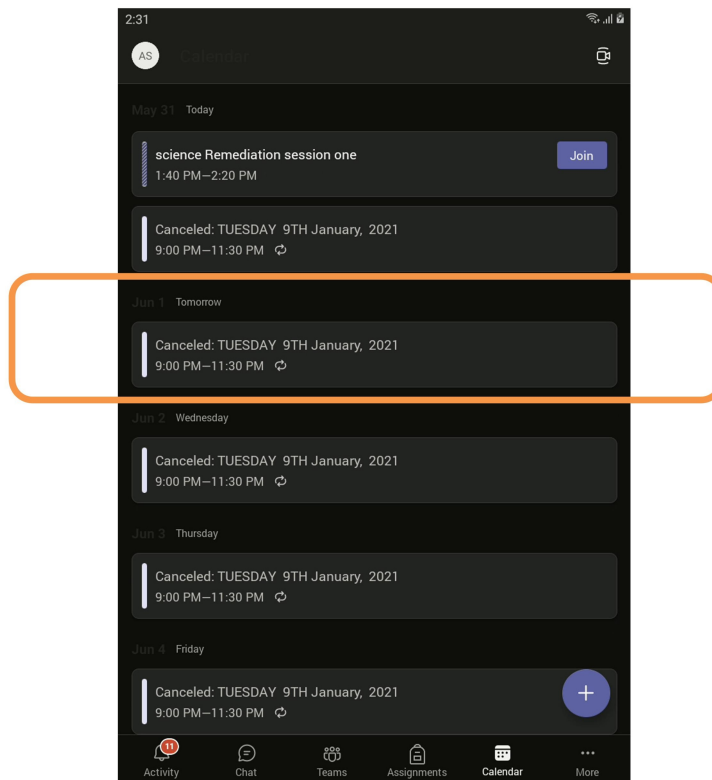
**PLEASE NOTE:**

This guide was made using a Samsung Tablet: SM-T295

1. Open up your tablet, as shown below;



2. Log into Microsoft Teams. Go to your calendar, as shown below;



For this example, I will be setting up a meeting for tomorrow as highlighted above. **Notice there is no set meeting.**

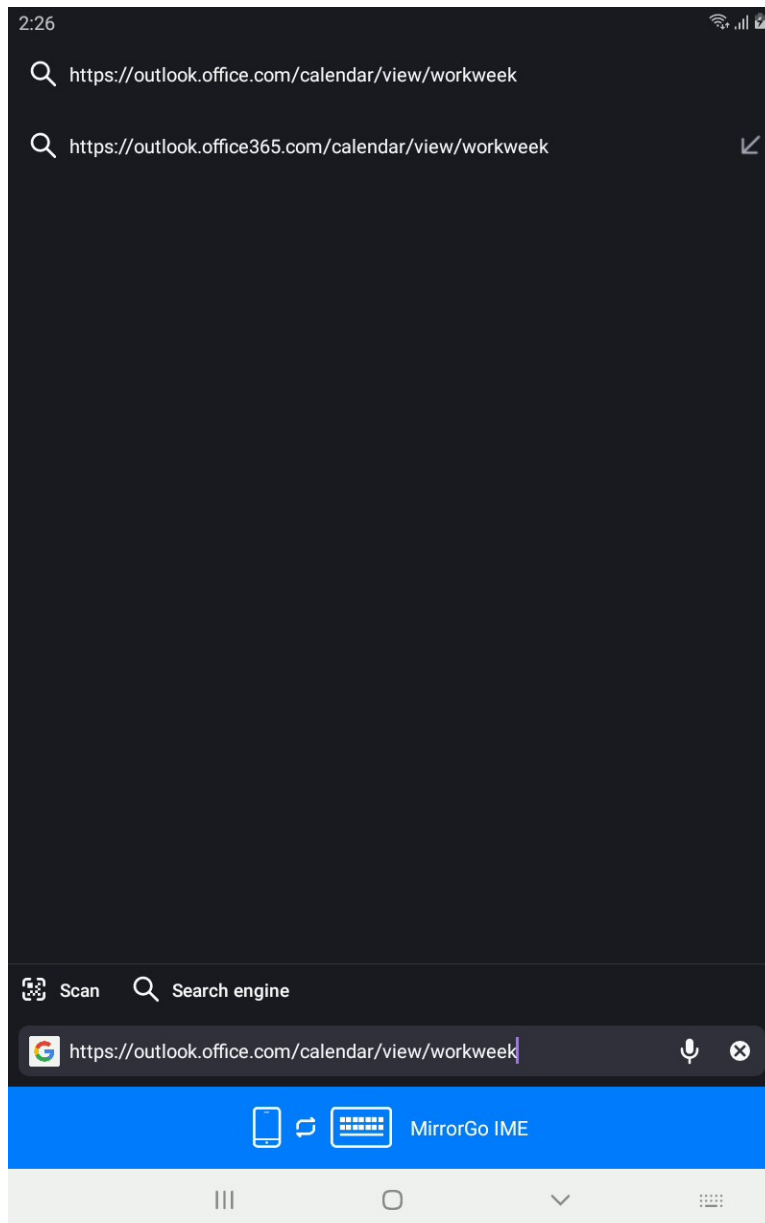
3. Now open a web browser (for this example, I am using FireFox).

Type any of the following links carefully into the address bar:

<https://outlook.office.com/calendar/view/workweek>

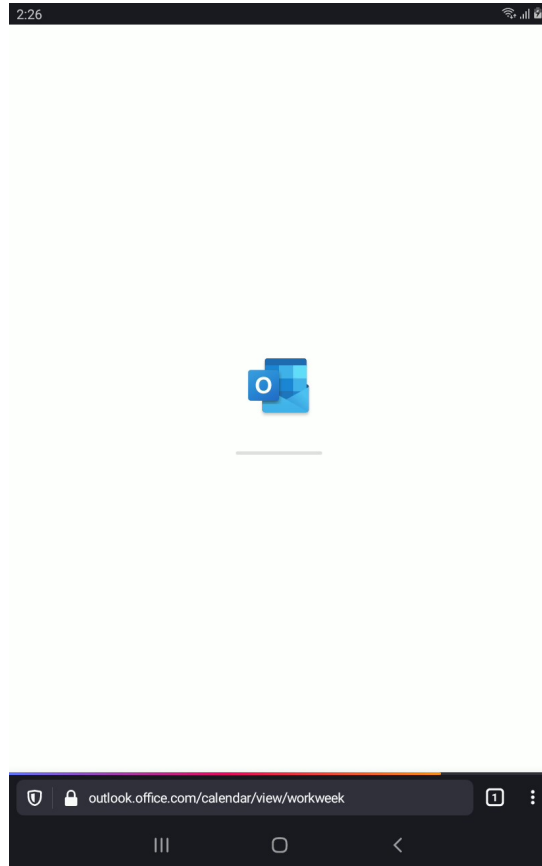
**OR**

<https://outlook.office.com/calendar/view/agenda>

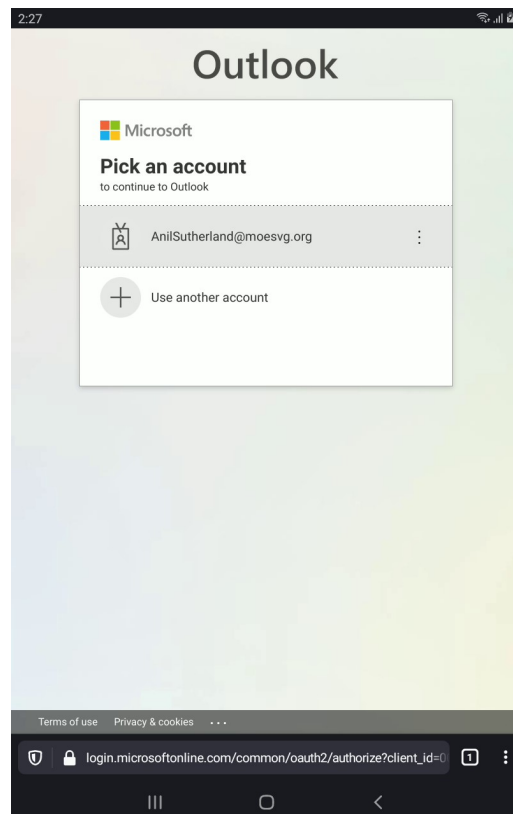


After you have typed it into the address bar, hit enter.

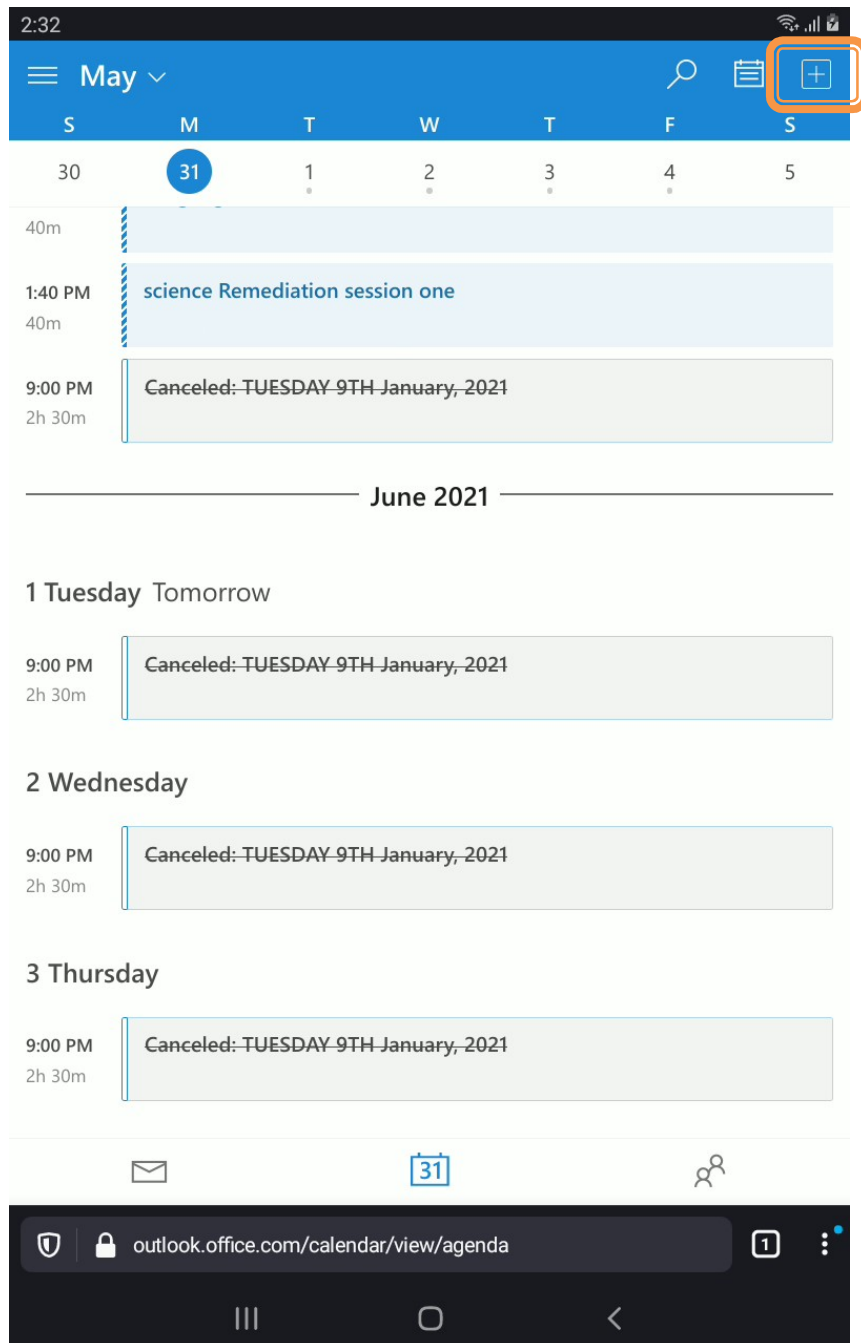
4. The following screen will show on your device;



You may be prompted for login credentials, login using your **@moesvg.org** account. The picture below is an example of what you may see;

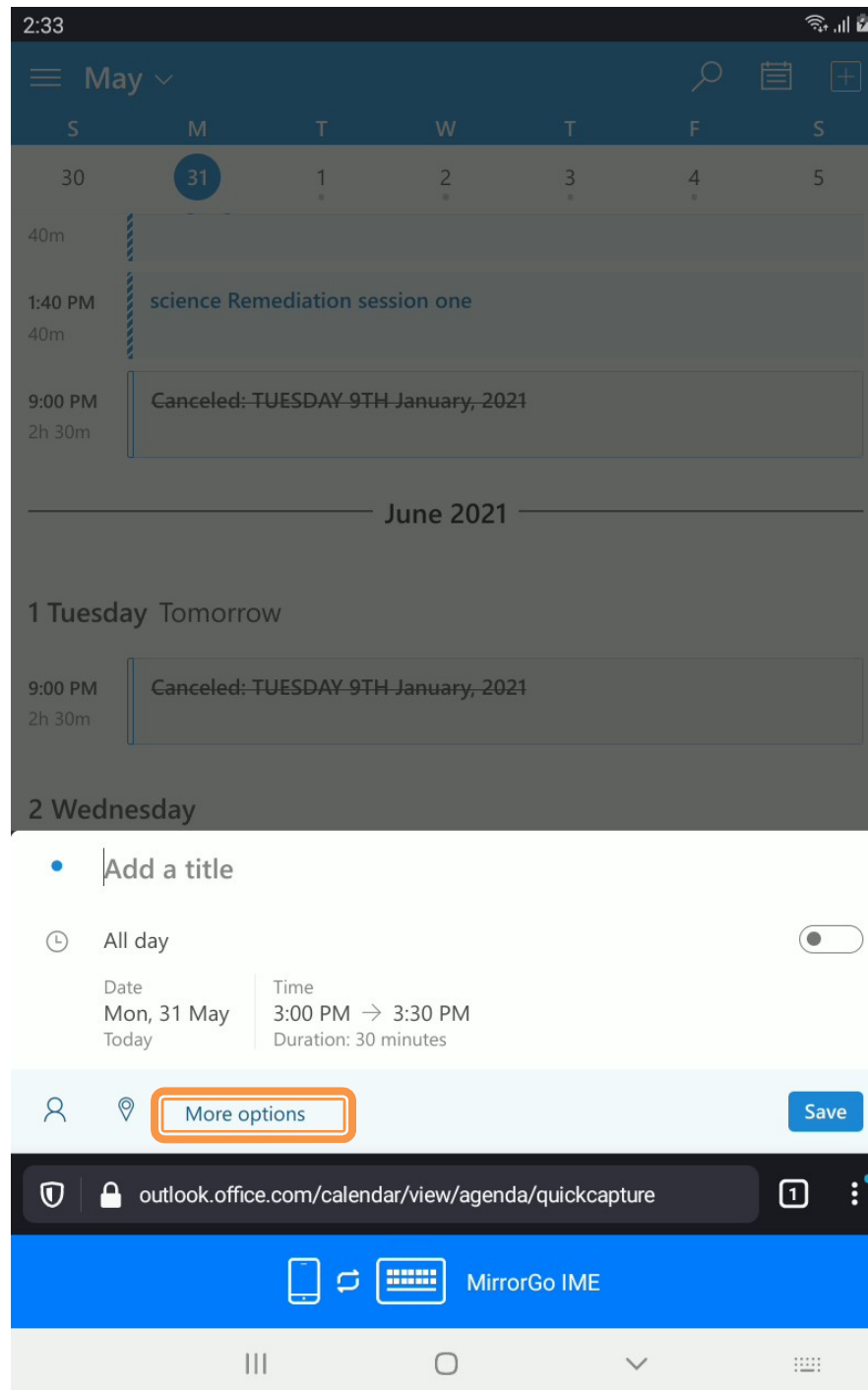


5. The following calendar screen will show;



You will now click on the button highlighted above.

The following screen will show:



You will now click on **More Options** as highlighted above.



The following screen will show;

The screenshot displays the 'New Event' screen in the Outlook mobile application. At the top, the status bar shows the time 2:33 and signal strength. The app header includes a close button (X), the title 'New Event', and a checkmark. Below the header, the 'Add a title' field is highlighted with a blue dot. The 'Attendees' field is shown with a person icon and a right arrow. The 'All day' toggle is currently off. The date is set to 'Mon, 31 May' (Today) and the time is '3:00 PM → 3:30 PM' (Duration: 30 minutes). The 'Repeat' option is set to 'Never'. The 'Location' field has a right arrow. The 'Teams meeting' toggle is currently off and is highlighted with an orange box. The 'Description' field has a right arrow. The 'Reminder' is set to '15 minutes before'. The 'Show as' option is set to 'Busy'. The 'Private' toggle is currently off. The 'Response options' field has a right arrow. The 'Categories' field has a right arrow. At the bottom, the browser address bar shows the URL 'outlook.office.com/calendar/view/agenda/quickcapture/moreDetail' and a tab count of 1. The mobile home indicator is visible at the very bottom.

From here you can set the meeting settings such as; Title , date and time , if the meeting is repeating , and other options.

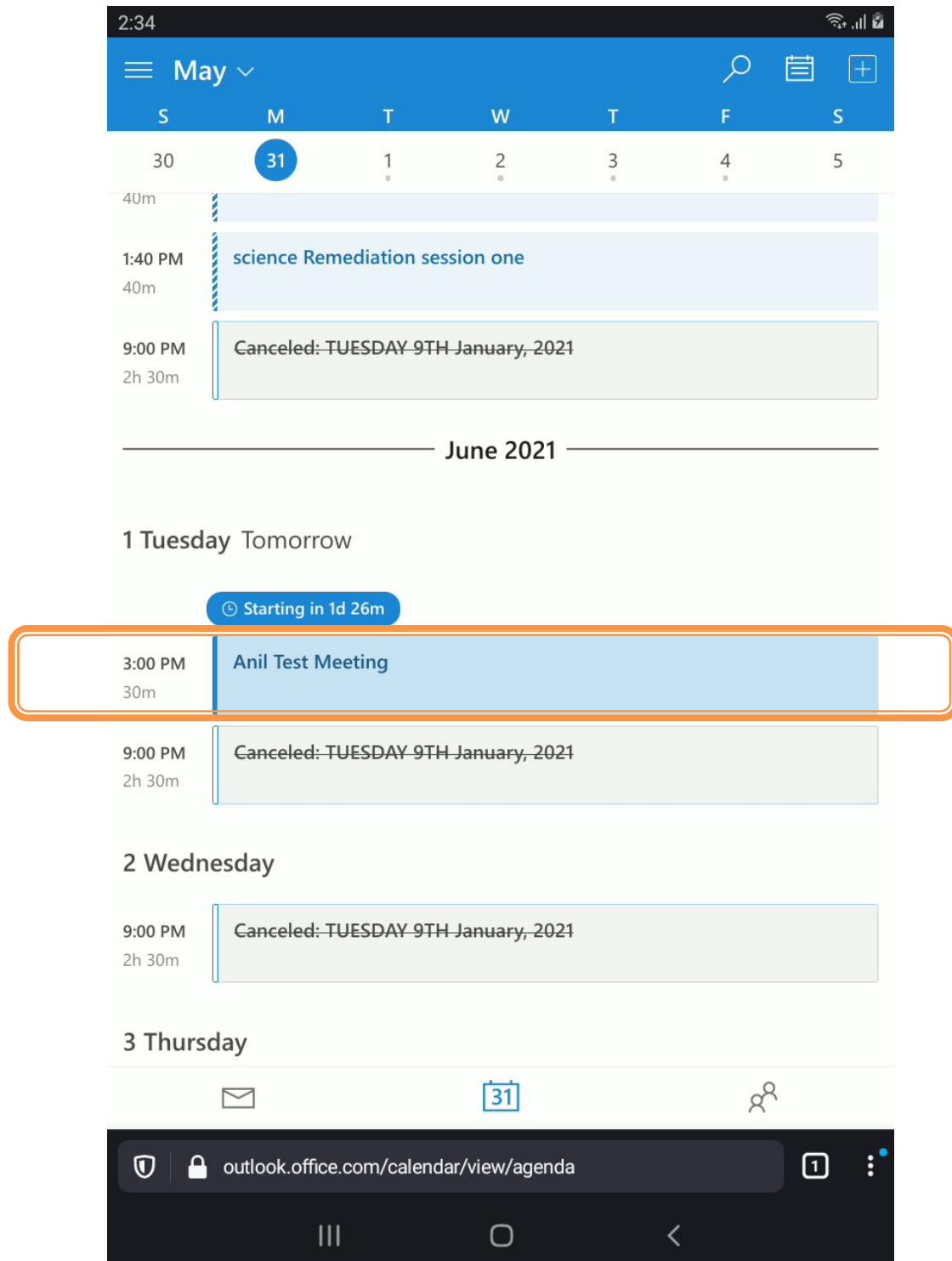
Please toggle the option for **Teams meeting** to : **ON** as highlighted above.

6. The following is an example of a meeting that was setup;

The screenshot shows the 'New Event' screen in the Outlook mobile app. At the top, the status bar shows the time 2:33 and signal icons. The app header includes a close button (X), the title 'New Event', a 'Calendar' dropdown, and a checkmark button highlighted with an orange box. The event title is 'Anil Test Meeting'. Below this are several settings: 'Attendees' with a right arrow; 'All day' with a toggle switch; 'Date' set to 'Tue, 1 Jun Tomorrow' and 'Time' set to '3:00 PM → 3:30 PM' with a 'Duration: 30 minutes' note; 'Repeat' set to 'Never' with a right arrow; 'Location' with a right arrow; 'Teams meeting' with a blue toggle switch; 'Description' with a right arrow; 'Reminder' set to '15 minutes before' with a right arrow; 'Show as' set to 'Busy' with a right arrow; 'Private' with a toggle switch; 'Response options' with a right arrow; and 'Categories' with a right arrow. The bottom of the screen shows a browser address bar with the URL 'outlook.office.com/calendar/view/agenda/quickcapture/moreDetails' and a mobile navigation bar with icons for home, back, and other functions.

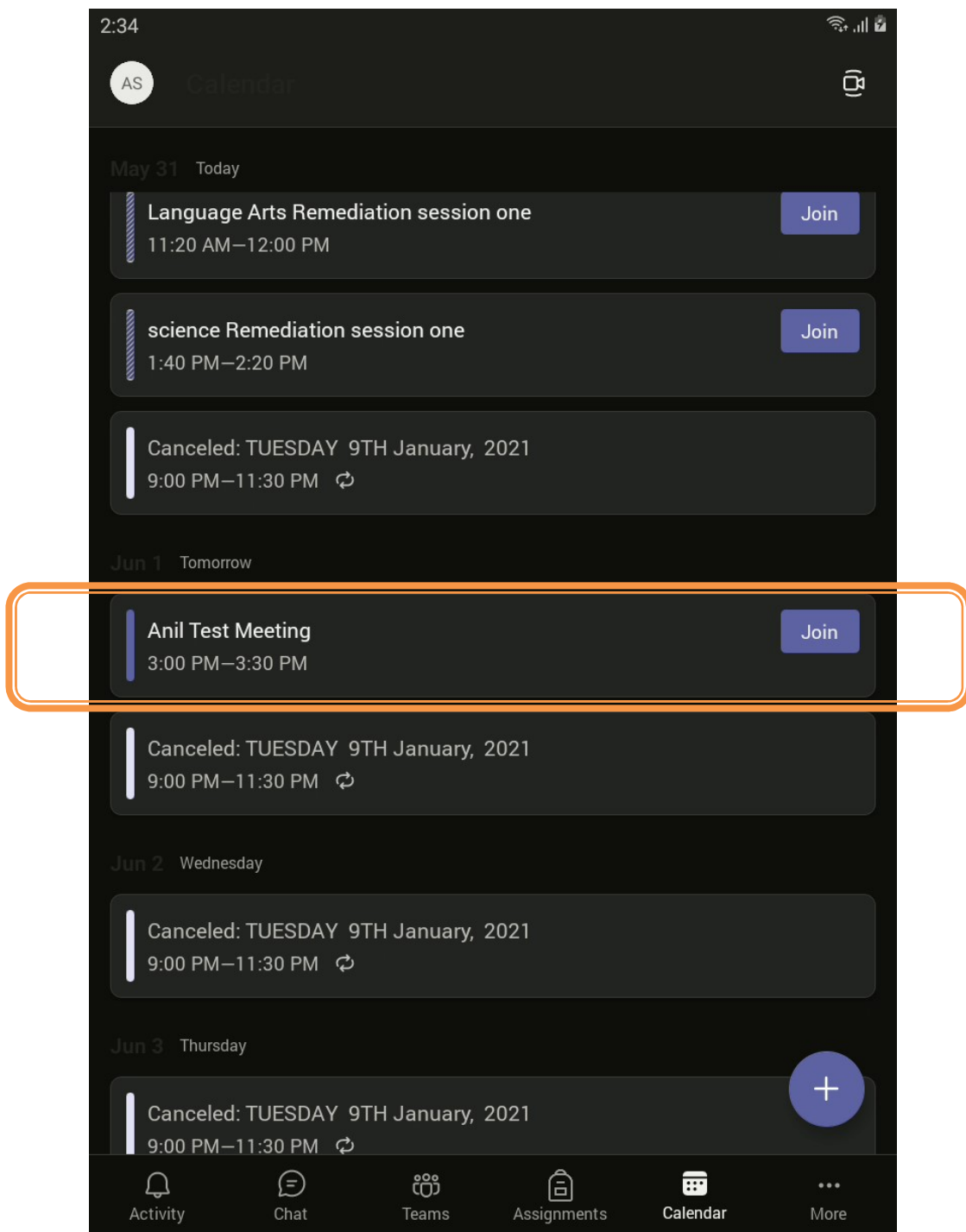
When you are finished with the settings, click on the checkmark to save the meeting as highlighted above.

The following screen will show;



As you can see, the meeting is now shown in the outlook calendar. As highlighted above.

Now switch to your Microsoft Teams app. If you close and restart the app or refresh the calendar the following screen will show;



As you can see, the meeting is now shown in the Microsoft Teams calendar. As highlighted above.

You have successfully scheduled a meeting in the outlook calendar.

This is the temporary fix for the Microsoft Teams Calendar scheduling error.

**NOTICE:**

Please keep trying to schedule a meeting in the Microsoft Teams calendar until the error is fixed.

Always update the Microsoft Teams App on all devices as Microsoft will push bug fixes and app updates to address different problems.

**-END-**