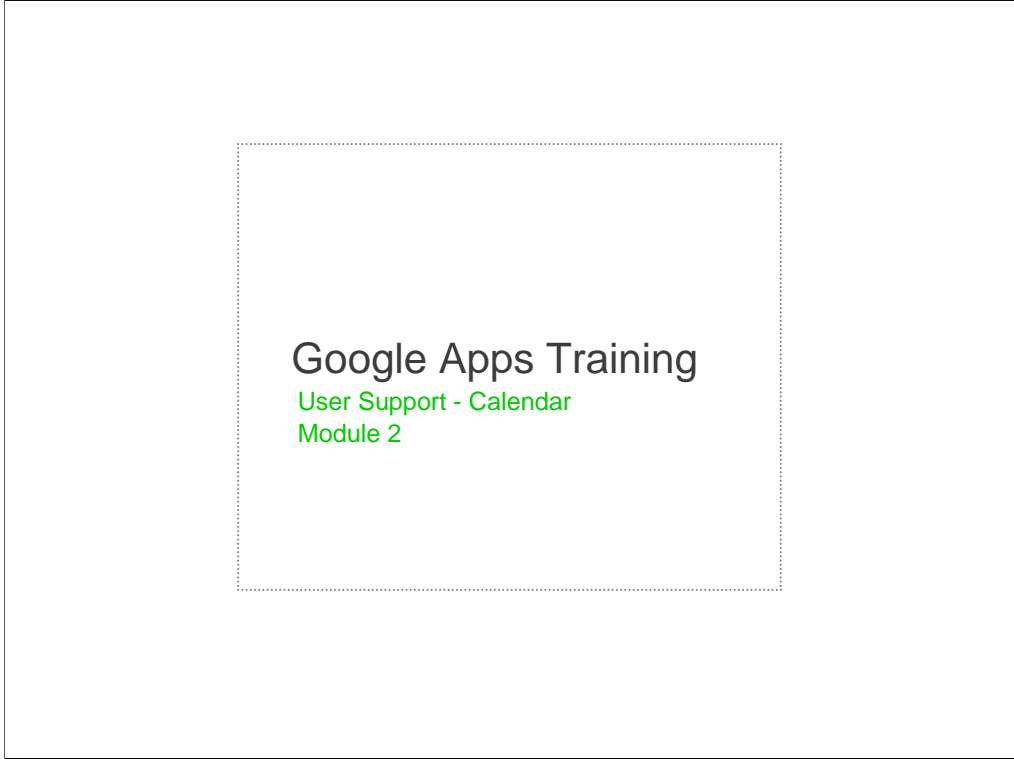


Google®



Google Apps for Training
Calendar
User Support – Module 2

Learning Objectives



- Upon successful completion of this training, you should be able to:
 - Troubleshoot common end user issues with Calendar
 - Escalate issues requiring further investigation
 - Direct end users to additional resources

Agenda



- Troubleshooting Common Issues
- Quiz
- Additional Resources & Feedback

Agenda



- Troubleshooting Common Issues
- Quiz
- Additional Resources & Feedback

Troubleshooting Common Issues



- End user calendar questions include:
 - Receiving invitations
 - Corrupted calendar
 - Events 'disappearing'
 - SMS delivery
 - Sharing calendars
 - Printing
 - Importing/Exporting

Users sometimes encounter difficulty with the following:

- Receiving invitations for events
- Corrupted calendar
- Events seeming to disappear off of a calendar
- SMS delivery of event notifications
- Sharing calendars with other users
- Printing calendars
- Importing/Exporting calendar data

We will cover each of these issues in more detail in the next few slides.

Troubleshooting Common Issues



- End user calendar questions include:
 - Receiving invitations
 - Corrupted calendar
 - Events 'disappearing'
 - SMS delivery
 - Sharing calendars
 - Printing
 - Importing/Exporting

Users may notice that they are failing to receive invitations to events.

Receiving Invitations



- Issue: Not receiving invitations for events
- Troubleshooting steps:
 - View Calendar Settings → Notifications
 - Check desired ‘New invitations’ check boxes, save changes.
 - Still not receiving invitations? Escalate to your administrator

Calendar Settings

[General](#) [Calendars](#) [Notifications](#) [Import Calendar](#)

Event reminders: By default, remind me before each event
Unless otherwise specified by the individual event.

Calendar 'Jabba Hut'	EMAIL	SMS	POP-UP
Choose how you would like to be notified:			
Event reminders:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
New invitations:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Changed invitations:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cancelled invitations:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8

Google Confidential & Proprietary

If end users want to know why they aren't receiving invitations for events, they should first check the Notifications tab in their calendar settings. To receive an email every time a new invitation is issued, users must check the EMAIL box for 'New invitations.' If this box is checked, and a user is still not receiving invitations to new events, the user should escalate this issue to the domain administrator.

Troubleshooting Common Issues



- End user calendar questions include:
 - Receiving invitations
 - Corrupted calendar
 - Events 'disappearing'
 - SMS delivery
 - Sharing calendars
 - Printing
 - Importing/Exporting

Recently, some users have logged in to their calendar accounts to find that the calendar is corrupted. This is not permanent, and can be fixed by following the troubleshooting steps on the next slide.

Corrupted Calendar



- Issue: Calendar does one of the following:
 - Doesn't load at all
 - Loads only partially
 - Loads with strange characters on the page
- Troubleshooting steps:
 - Search the Help Center for 'corrupted' and follow the most up-to-date troubleshooting steps
<http://www.google.com/support/calendar/>
 - Try accessing the calendar from 'https'
 - If resolutions above do not resolve issue, escalate to your administrator

10

Google Confidential & Proprietary

Symptoms of a corrupted calendar include:

- The calendar fails to load
- The calendar loads only partially
- The calendar loads with unrecognizable characters on the page

For the most up-to-date information on corrupted calendars, a user should first do a search in the Calendar Help Center for the term 'corrupted'. The user should follow the suggested steps.

If these steps don't work, the user should verify that he or she is accessing the calendar from a URL starting with 'https'.

If neither the Help Center entries nor the 'https' link correct the corrupted calendar, the user should escalate this issue to the domain administrator.

Troubleshooting Common Issues



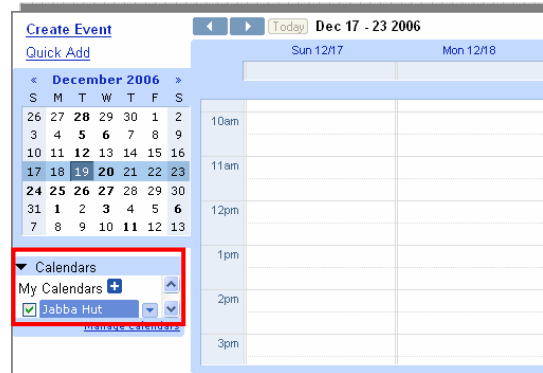
- End user calendar questions include:
 - Receiving invitations
 - Corrupted calendar
 - Events 'disappearing'
 - SMS delivery
 - Sharing calendars
 - Printing
 - Importing/Exporting

Users may report that events have disappeared off of their calendar since the last time they logged in to the calendar. If a user reports a disappearing event, follow the troubleshooting steps on the next slides.

Events 'disappearing'



- Issue: Events have disappeared off of a user's calendar
- Troubleshooting steps:
 - Make sure the user has his or her calendar checked under the 'My Calendar' menu on the left side of the page



12

Google Confidential & Proprietary

Sometimes a user will uncheck his or her calendar by accident, making it appear as though his or her events have disappeared. The user should double check that the check box next to his or her calendar is checked.

Events 'disappearing'



- Troubleshooting steps: (cont'd)
 - User should ask the creator of the event if the
 - event has been deleted or
 - user has been removed from the guest list.
 - Escalate to your administrator if both
 - the calendar box is checked and
 - the event was not deleted.

If the box is checked and the user is missing a distinct event, the user should determine if the creator of the event has deleted it, or if the creator of the event has removed the user from the guest list. The creator of an event can choose to delete the event without notifying the invitees. The creator can also remove some of the guests from the event without notifying those guests. If the event has not been deleted, and the user is listed on the guest list of the event, the user should escalate to his or her administrator.

Events 'disappearing'



- Troubleshooting steps: (cont'd)
 - Did the user have a Google Account calendar before joining Google Apps?
 - Is the user seeing the message shown below?

Oops. A calendar already exists for jabba@mrblueonline.com
Each calendar needs its own email address so friends can send you invitations.

Only one calendar may be associated with an email address

Go to your **mrblueonline.com** calendar

or

Go to a **Google** calendar

New invitations sent to jabba@mrblueonline.com will be added to this calendar. If you have an account at mrblueonline.com, you can sign in at:
<http://calendar.google.com/hosted/mrblueonline.com>

To start using a new Google calendar, you'll need to create a Google account with a different email address.
[Create a new Google account »](#)

If you already have another Google account with a different email address, sign in here:
[Sign in with another Google account »](#)

To access old calendar, create a new Google Account

14

Google Confidential & Proprietary

If a user had a Google Calendar before joining Google Apps, he or she may be unable to log in to that old calendar. The user will see the error message 'Oops. A calendar already exists for user@domain.com'

This happens because only one calendar may be associated with the email address user@domain.com. If a Google Apps account is created with email address user@domain.com, the user must use Google Apps calendar.

However, this does not mean the user will lose access to their old calendar. To access the events on the old calendar, the user must change the email address associated with that old calendar. To change the email address, the user should follow the instructions on the 'Oops' page.

Troubleshooting Common Issues



- End user calendar questions include:
 - Receiving invitations
 - Corrupted calendar
 - Events 'disappearing'
 - **SMS delivery**
 - Sharing calendars
 - Printing
 - Importing/Exporting

Some users may experience difficulty with delivery of SMS messages for calendar.

SMS Delivery



- Issue: User is having trouble receiving SMS notifications
- Troubleshooting steps: Verify that correct boxes are checked within Calendar Settings → Notifications → SMS

Calendar Settings

[General](#) [Calendars](#) [Notifications](#) [Import Calendar](#)

Event reminders: By default, remind me before each event
Unless otherwise specified by the individual event.

Calendar 'Jabba Hut' Choose how you would like to be notified:	EMAIL	SMS	POP-UP
Event reminders:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
New invitations:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Changed invitations:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Cancelled invitations:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Invitation replies:	<input type="checkbox"/>	<input type="checkbox"/>	
Daily agenda: <small>Sent every day at 5am in your current time zone</small>	<input type="checkbox"/>		

16

Google Confidential & Proprietary

If a user is not receiving SMS messages, the user should first verify that the correct boxes are checked in the 'Notifications' tab of his or her calendar settings.

SMS Delivery



- Issue: User is having trouble receiving SMS message despite correctly configuring SMS notifications within Calendar Settings → Notifications → SMS
- Troubleshooting steps:
 - Check the Help Center to make sure the country and provider are supported by Google Calendar
<http://www.google.com/support/calendar/>
 - If both are supported, escalate to your administrator. Provide:
 - Country
 - Cell phone carrier
 - Cell phone number

SMS Delivery



- Issue: User is confused why Google is sending SMS messages at 5am
- Troubleshooting steps:
 - User should check Calendar Settings → Notifications

Calendar Settings

[General](#) [Calendars](#) [Notifications](#) [Import Calendar](#)

Event reminders: By default, remind me before each event
Unless otherwise specified by the individual event.

Calendar: 'Jabba Hut'	EMAIL	SMS	POP-UP
Choose how you would like to be notified:			
Event reminders:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
New invitations:	<input type="checkbox"/>	<input type="checkbox"/>	
Changed invitations:	<input type="checkbox"/>	<input type="checkbox"/>	
Cancelled invitations:	<input type="checkbox"/>	<input type="checkbox"/>	
Invitation replies:	<input type="checkbox"/>	<input type="checkbox"/>	
Daily agenda:	<input checked="" type="checkbox"/>		
<small>Sent every day at 5am in your current time zone.</small>			

18

Google Confidential & Proprietary

If a user is receiving SMS messages about calendar events at 5am, it is likely that their email address is forwarding to an address that is linked to their cell phone.

SMS Delivery



- Cause: User's email address is linked to his or her cell phone
- Troubleshooting steps:
 - User should check Calendar Settings → Notifications
 - If 'Email' box is checked, notifications will be sent every day
 - If user's email account is set to send SMS messages, email notifications will result in SMS messages
 - Solution: User should either:
 - Disable notifications, or
 - Stop his or her email address from sending SMS messages
 - User should contact email provider for instructions

Google Calendar doesn't currently offer SMS notifications of daily agendas. However, if the user has checked the EMAIL box for 'Daily agenda' and their email account is forwarding to an account that sends an SMS message to their phone, the user will receive their daily agenda in an SMS message every day at 5am.

To stop this, the user should either uncheck the EMAIL box next to Daily agenda, or they should reverse the configuration that sends email messages to their phone. The user should contact their email provider for further information.

Troubleshooting Common Issues



- End user calendar questions include:
 - Receiving invitations
 - Corrupted calendar
 - Events 'disappearing'
 - SMS delivery
 - **Sharing calendars**
 - Printing
 - Importing/Exporting

Some users may experience issues sharing calendars with other users.

Sharing Calendars



- Issue: User shares calendar with persons A & B. Person A can see all event details, but person B can only see free/busy information
- Troubleshooting steps:
 - User should verify that the correct viewing permissions are selected under Calendar Settings → Calendars → Sharing
 - If persons A & B are set to 'See all event details,' escalate this issue to your administrator

PERSON	HAS PERMISSION TO	DELETE
Jabba Hut <jabba@mrblueonline.com>	Make changes AND manage sharing	
R2 D2 <r2d2@mrblueonline.com>	See all event details	
"tiger@mrblueonline.com" <tiger@mrblueonline.com>	See all event details	

These two users have permission to see all event details on Jabba's calendar

If one user can only see free/busy information despite having sharing permissions set to 'See all event details,' the domain administrator should be contacted. Provide the administrator with the username of the affected user as well as the name and owner of the calendar in question.

Troubleshooting Common Issues



- End user calendar questions include:
 - Receiving invitations
 - Corrupted calendar
 - Events 'disappearing'
 - SMS delivery
 - Sharing calendars
 - **Printing**
 - Importing/Exporting

Users may experience problems when printing calendars.

Printing



- Issue: User wants to know why printing his or her calendar results in inconsistent behavior
- Troubleshooting steps:
 - This is a known issue, and Google is investigating a fix.
 - Escalate to your administrator. Include:
 - Description of printing problem
 - Browser and version
 - Is the issue consistent or intermittent?

Inconsistent printing is a known issue. Escalate the details of the printing issue to your administrator.

Troubleshooting Common Issues



- End user calendar questions include:
 - Receiving invitations
 - Corrupted calendar
 - Events 'disappearing'
 - SMS delivery
 - Sharing calendars
 - Printing
 - Importing/Exporting

Importing / Exporting



- Issue: User receives an error message regarding his or her .csv file
- Troubleshooting steps:
 - Tell user to open the .csv file in Notepad or similar program
 - Make sure commas separate the values
 - Not semicolons, dashes, or any other characters
 - If file is ok, escalate to your administrator
 - Provide the .csv attachment

Some users have CSV (Comma Separated Values) files in which the data is separated by semicolons. Google Calendar will not be able to import this file. The data must be separated by commas.

Importing / Exporting



- Issue: User having trouble exporting to a non-Google calendar application
- Troubleshooting steps:
 - Collect calendar program and version
 - Escalate to your administrator

If the user receives a message stating that the calendar application was unable to import the Google Calendar file, the user should escalate the issue to his/her administrator and provide the calendar program and version.

Agenda



- Troubleshooting Common Issues
- Quiz
- Additional Resources & Feedback

Quiz



- Question: How can a user recover his or her calendar if they see the message 'Oops. A calendar already exists for [user@domain.com](#)'?

Answer: Change the email address associated with that calendar.

How? Follow instructions on the 'Oops' page

Registering for Google Apps may appear to cause a user's old calendar to disappear. However, if the user follows the instructions on the error page, the user will be able to recover their old calendar.

Quiz



- Question: If a user can't load his or her calendar because it is corrupt, where can the user find the most up-to-date information on resolving the issue?

Answer: Google Calendar Help Center at <http://calendar.google.com/support>

Quiz



- Question: What are some reasons that a user might not be receiving SMS notifications about events on his or her calendar?

Answer:

- User hasn't checked the correct SMS box(es) in Calendar Settings
- User's country or cellular service is not supported
- User has selected 'No reminder' on all day events

Agenda



- Troubleshooting Common Issues
- Quiz
- Additional Resources & Feedback

Additional Resources



- Google Calendar Help Center
 - <http://www.google.com/support/calendar/>
 - Up-to-date information on calendar features and issues
- Google Calendar Help Discussion Group
 - <http://groups.google.com/group/Google-Calendar-Help/>
 - Discussions, tips, tricks, posted by other calendar users
- Google Apps Administrator Help Center
 - <http://www.google.com/support/a>
 - Up-to-date information on features and issues specific to Google Apps
- Google Apps Help Discussion Group
 - <http://groups.google.com/group/hosted>
 - Discussions, tips, tricks, posted by Google Apps administrators as well as end users
- Google Apps End User Help Center:
 - <http://www.google.com/support/a/users>

Before escalating to their administrator, the end user may wish to consult the resources listed on this slide.

Feedback



- Please take a few moments to fill out the survey contained in the link below. Your feedback will provide us with valuable information on how we can improve this training in the future.
- Visit the following link to begin the survey:
 - <https://survey.google.com/wix/p0769122.aspx>
- Thank you!

In order to help maximize your Google Apps experience, we ask that you take a few moments to fill out the survey contained in the link on this slide. Your feedback will help us improve this training for future use. Thank you!