# When will Microsoft Bookings be available?

Microsoft Bookings may soon be available to clients who have been migrated to Exchange Online. It will not be available for clients who have not yet been migrated and have legacy email accounts.

# What is Bookings?

Bookings is a scheduling and appointment tool meant to promote self-service. It has the flexibility to create, change, or cancel reservations between clients and an organization.

Through Bookings, clients can reserve a service type, date/time, and select an individual employee; get a confirmation email and calendar invitation; and reschedule or cancel if necessary. If a client books directly with the employee, the employee can submit the information into Bookings and the app will send all confirmations and reminders to the client.

# How do I Access Microsoft Bookings?

You can access Bookings and Microsoft 365 (M365) via the official Microsoft 365 website

Visit office.com, select the "App launcher" waffle in the top left-hand corner, and select the Bookings icon.

You may be required to sign in using your ESDC credentials if this is your first-time accessing Microsoft 365.

# What are some restrictions for Microsoft Bookings?

You can only access Bookings and M365 in the following ways:

On a managed government furnished laptop or tablet

On a managed government furnished mobile phone that can access work email

On a personal laptop connected to AppGate

On a personal laptop connected to the Secure Access Virtual Environment Desktop (SAVE-D)

Visit the Restricted Devices page for more information.

# What are new features in Microsoft Bookings?

A new, more powerful, and customizable Microsoft Bookings is here

# Where can I access training for Microsoft Bookings?

Disclaimer: The guidance and resources below are hosted by Microsoft and will include additional learning paths or hyperlinks. Once you have reviewed the guidance offered below, return to this page to ensure that you consult approved ESDC learning resources.

Below you will find a reading list to help you get started using Bookings.

Automate scheduling with Microsoft Bookings: Automate scheduling with Microsoft Bookings - Training | Microsoft Learn

# What Information Classification does Microsoft Bookings fall under?

Bookings may only be used for unclassified information at this time. It has not yet received ESDC certification for Protected A or Protected B use.

ESDC received Protected B certification for select M365 applications.

Before using an M365 application for Unclassified, Protected A or Protected B information, refer to the interim guidance.

# Where can I access Technical Support for Microsoft Bookings?

All requests for Microsoft 365 technical support should be submitted to the National Service Desk (NSD).

# What issues regarding Microsoft Bookings can Technical Support help me with?

This includes, but is not limited to issues related to:

Login or access

Applications not working properly

File syncing

Audio and video

# What Non-Technical Support is offered for Microsoft Bookings?

The Microsoft 365 Community of Practice is a group of more than 500 employees at ESDC. It includes a sub-community of volunteer Super Users that can help you and your colleagues learn to use Bookings and other applications.

This includes, but is not limited to: Training and learning

Demonstrations

Non-technical assistance with M365 features

 Connect with them by asking a question about Bookings in the community of practice