



# Room Booking

Setup guide for Office 365



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# Setting up Office 365 Rooms

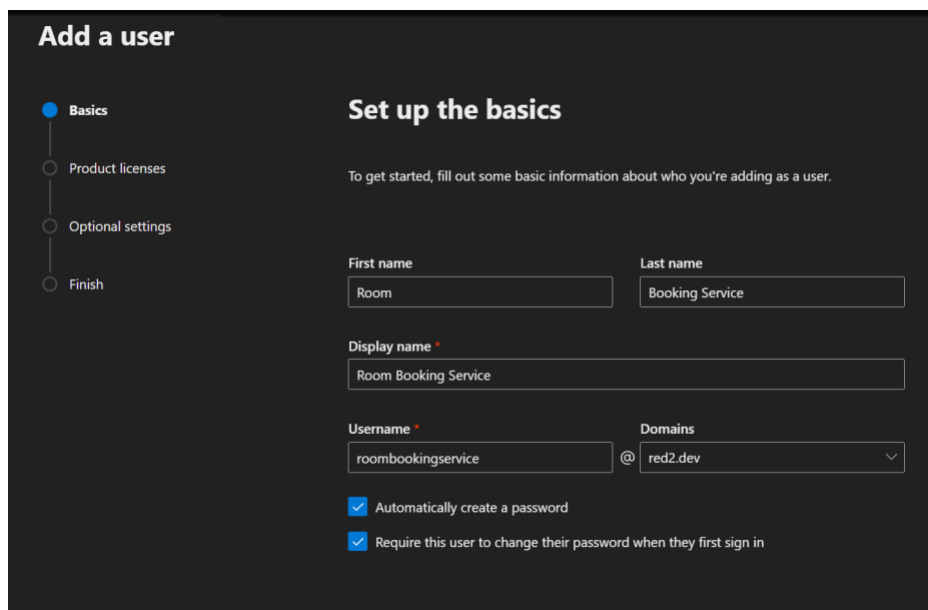
Before you setup the Cleverlive Room Booking system, it is important to setup the room resources within Office 365 because changes within Office 365 can take an hour to propagate.

For this process you will need an Office 365 Administrator account to setup an Office 365 User account for the Room Booking Service account. The service account will only have permissions over the resources that the administrator grants within Office 365.

## Create the Room Booking Service account

As the Office 365 Administrator, create the Room Booking Service account in the Office 365 portal:

<https://admin.cloud.microsoft/?source=applauncher#/users>



**Add a user**

- Basics
- Product licenses
- Optional settings
- Finish

### Set up the basics

To get started, fill out some basic information about who you're adding as a user.

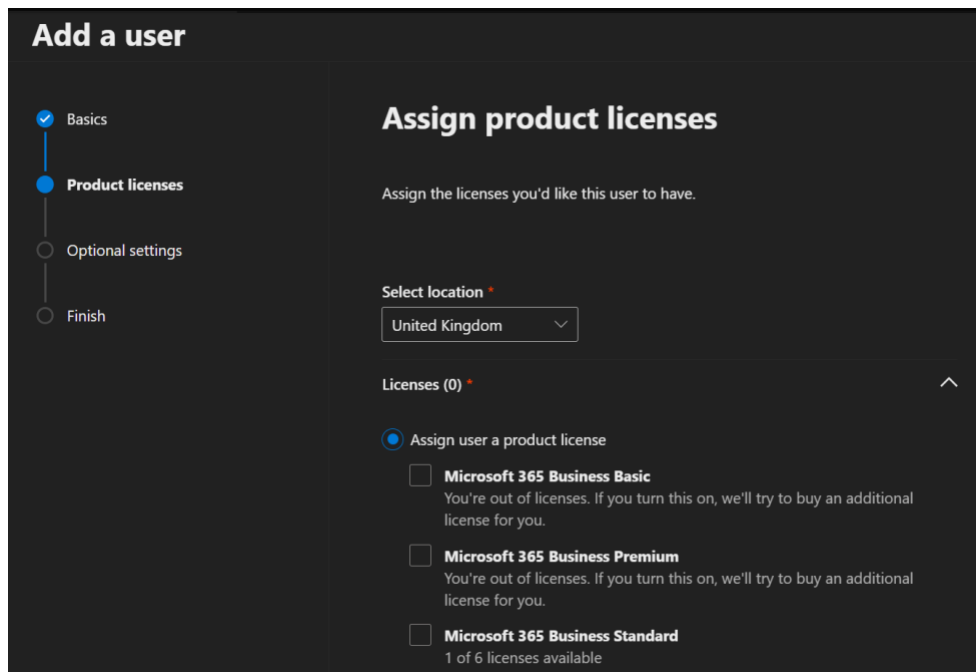
First name	Last name
<input type="text" value="Room"/>	<input type="text" value="Booking Service"/>

Display name \*

Username *	Domains
<input type="text" value="roombookingservice"/>	@ <input type="text" value="red2.dev"/>

- Automatically create a password
- Require this user to change their password when they first sign in

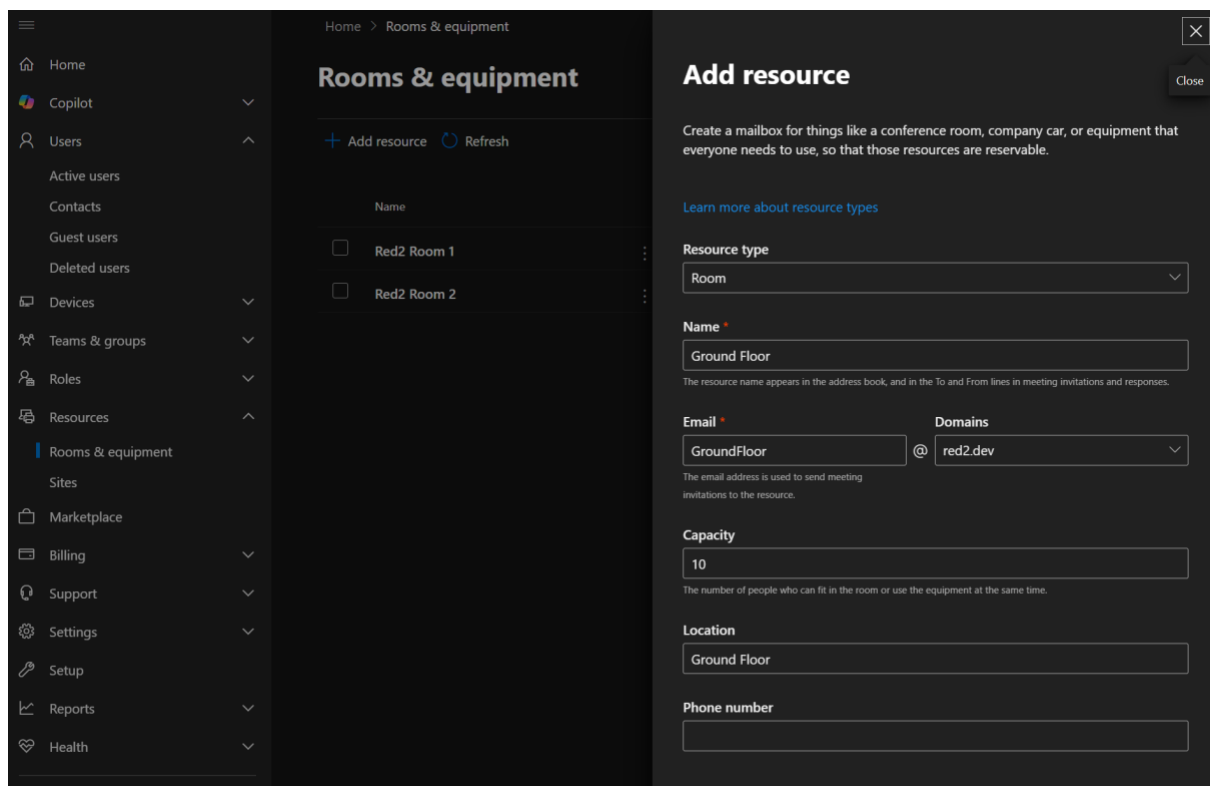
This user only needs the Basic license:



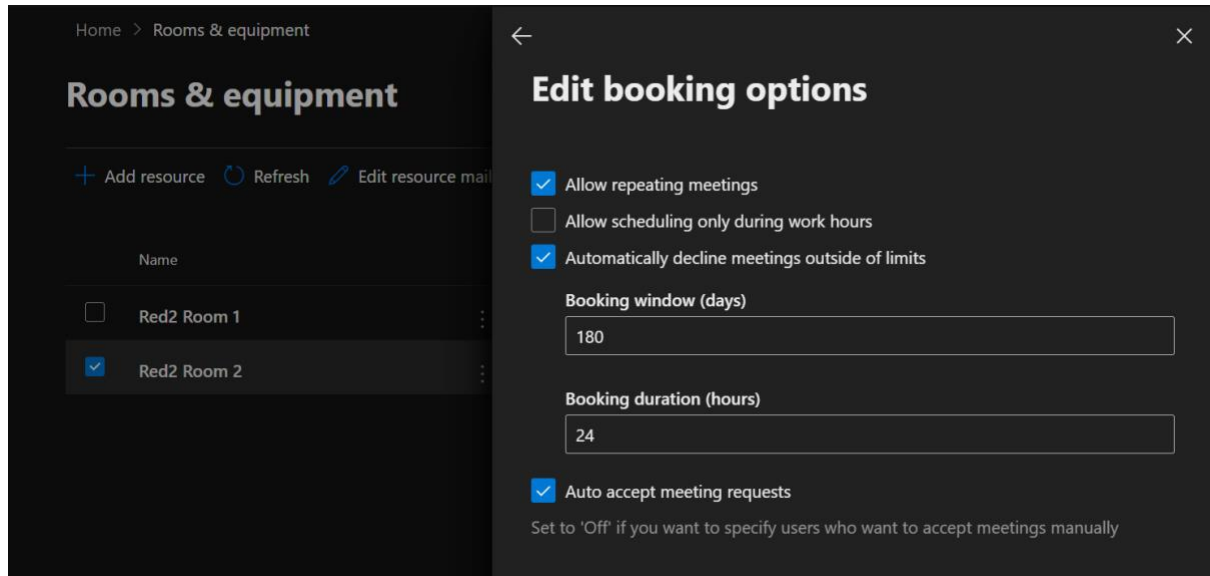
## Setting up Room Resources in Office 365

For each device you will need to add a room resource within the Office 365 admin center:

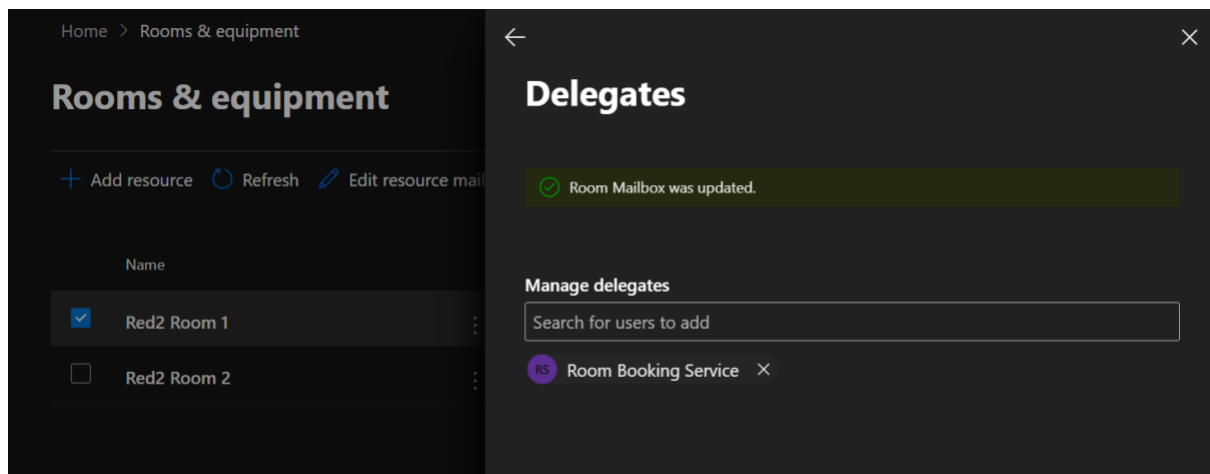
<https://admin.cloud.microsoft/?source=applauncher#/ResourceMailbox>



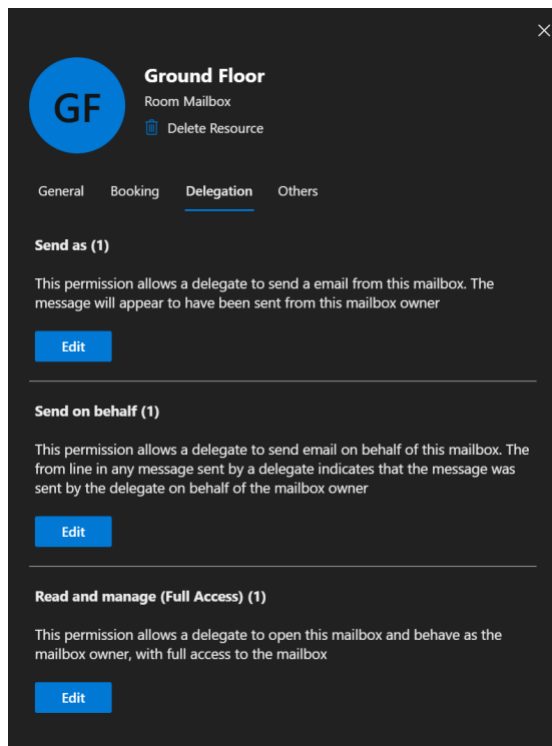
Once you have added the rooms, you must edit each of the room resources in the “Booking options” to enable “Auto accept meeting requests”:



Next edit the “Delegates” to add the “Room Booking Service” account as a delegate:



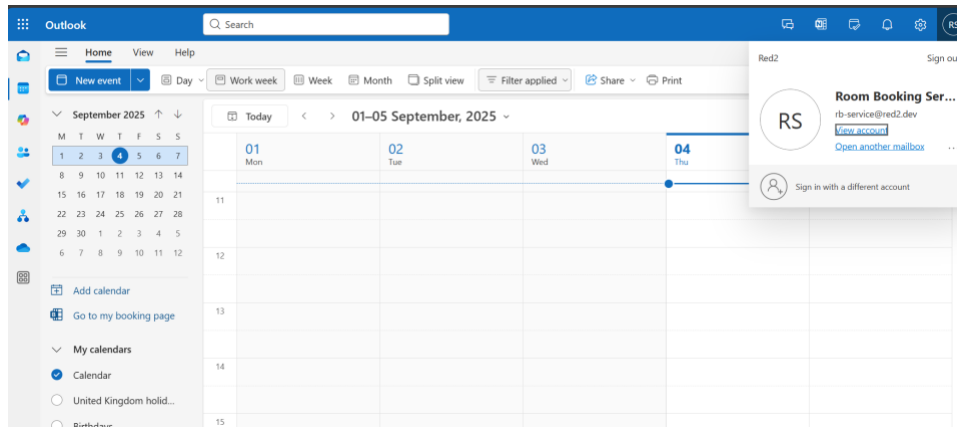
Once the delegate has been added, click to edit the room and the “Delegation” tab:



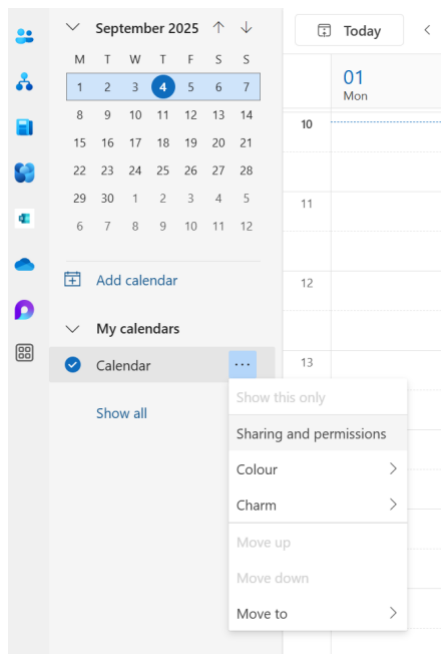
Click on the “Read and manage (Full Access)” and add the “Room Booking Service” account to this permission. This can take 5mins to propagate.

# Setup Outlook account

Next you will need to login to Outlook as the Room Booking Service (using an Incognito window):



From the top right menu select the “Open another mailbox” option and open each of the room Resources in turn and edit the “Sharing and permissions” on the calendar:



Set the Room Booking Service account to be a delegate and let it also view the private events:

Sharing and permissions ✕

### Calendar

Send a sharing invitation in email. You can choose how much access to allow and change access settings any time.



Enter an email address or contact name Share

---

### Delegates

Delegates can view, create, modify and delete items. They can also create meeting requests and respond to meeting invitations on your behalf.


Send invitations and responses to: Delegate only

 **Room Booking Service**  
rb-service@red2.dev  Let delegate view private events 

Let delegate manage categories

---

### Inside your organisation

 People in my organisation Can view titles and locations

Once you have selected the Delegate option you can then select the “Delegate and send me a copy” option:

Sharing and permissions ✕

### Ground Floor

Send a sharing invitation in email. You can choose how much access to allow and change access settings any time.



Enter an email address or contact name Share

---

### Delegates

Delegates can view, create, modify and delete items. They can also create meeting requests and respond to meeting invitations on your behalf.


Send invitations and responses to: Delegate and send me a copy

 **Room Booking Service**  
rb-service@red2.dev  Let delegate view private events 

Let delegate manage categories

---

### Inside your organisation

 People in my organisation Can view titles and locations

Then for each room resource, using the Room Booking Service account, “Add calendar”  
-> “Add from directory”:

### Add calendar

- Recommended
- Add personal calendars
- Edit my calendars
- Create blank calendar
- Add from directory**
- Subscribe from web
- Upload from file
- Holidays
- Birthdays

### Add from directory

Please select an account to search from:

rb-service@red2.dev

Select a person, group or resource from your organisation's directory to

GF Ground Floor

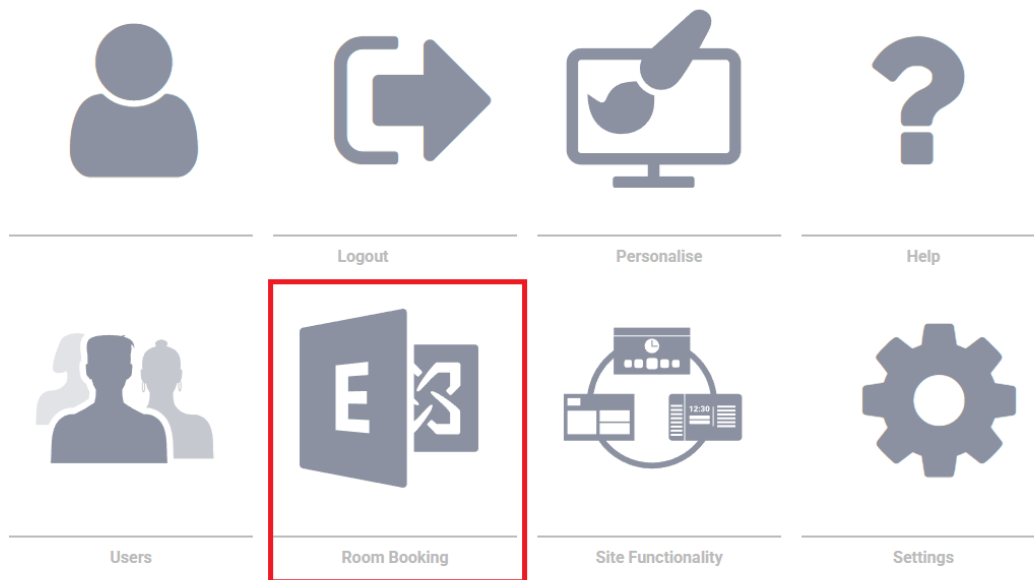
Add to

People's calendars

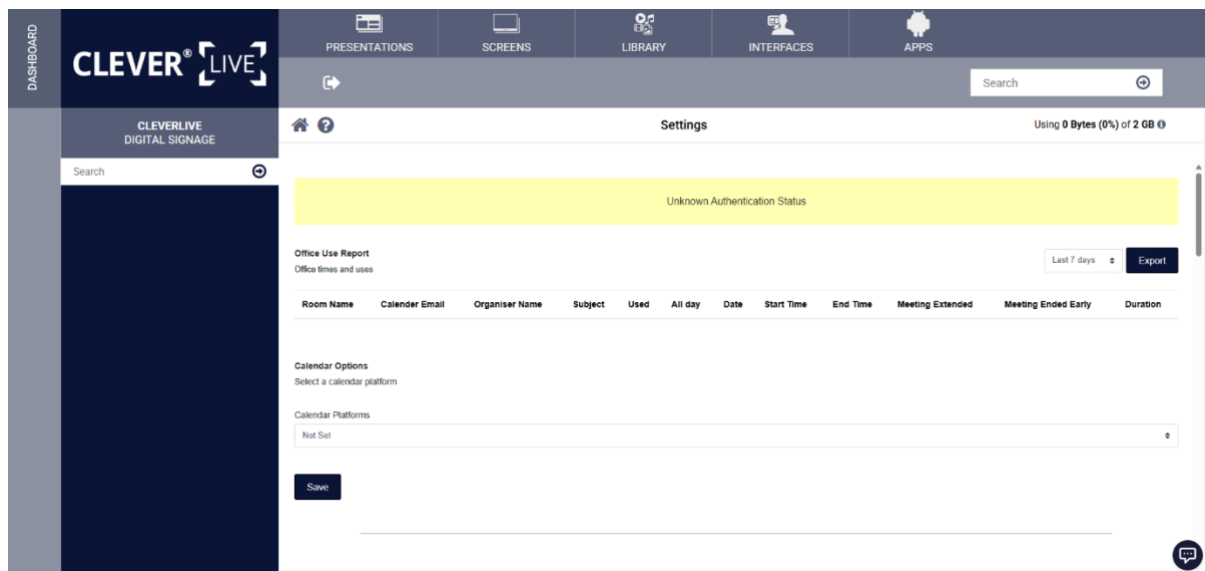
Add

# Setting up Room Booking in CleverLive

Login, to <https://www.cleverlive.com> and make sure you can find the room-booking icon within the home page:



Your room booking screen will look like this if you have not setup anything:



## Authenticate/link your Microsoft account

### Select MS Graph as your calendar choice and save

#### Calendar Options

Select a calendar platform

#### Calendar Platforms

Not Set

Not Set

Google Calendar

MS Exchange Server - For connecting to an Exchange Server on the Internet using username and password

Office 365 (Legacy EWS) - Deprecated Microsoft API - Migrate away from this to MS Graph

**Office 365 (MS Graph) - New Microsoft API - Use this for most O365 use cases**

Office 365 with dedicated Tenant ID - for O365 users with their own secure Tenant ID

Scroll down beneath calendar options to Authentication, here you will login to your Microsoft account and effectively link it to your room booking.

#### Authorise Calendar Access

Ensure you:

- Authorise with the 'Room Booking Account' rather than your personal account
- The 'Room Booking Account' will need a Microsoft Office 365 Basic License (e.g. use of an Outlook Inbox)
- Ensure the Room Booking account has 'Application Administrator' permissions
- Remember the permissions being requested are for control over the 'Room Booking Account', NOT your whole organisation. Remember to limit the 'Room Booking Account' in Azure AD/Entra to only access room calendars and mailboxes you are using for room booking.
- Rooms need to be added to the Resources within Exchange. <https://admin.exchange.microsoft.com/#/resources>

Room Booking Administrator

Authorise

A new page window will open telling you to close it once you have successfully logged in. Head back to the room booking page and click refresh (F5).

When done, you should be greeted with a green bar with the text Authenticated at the top of the room booking page.

Authenticated

**Office Use Report**  
Office times and uses Last 7 days Export

Room Name	Calendar Email	Organiser Name	Subject	Used	All day	Date	Start Time	End Time	Meeting Extended	Meeting Ended Early	Duration
-----------	----------------	----------------	---------	------	---------	------	------------	----------	------------------	---------------------	----------

**Calendar Options**  
Select a calendar platform

Calendar Platforms

Office 365 (MS Graph) - New Microsoft API - Use this for most O365 use cases

## Create a new room to use

On the room booking page, scroll until you find the rooms section.

**Rooms**  
Add and update existing rooms

24h Time Format  Visible Meeting Subject  Room Actions Read Only

Room Name	Mailbox Name	Claim Timeout	Status	Last Panel Contact
<a href="#">Add New</a>				

Add new room, under calendar account choose your calendar you want to use for the room.

**New Room**  
Create Room Specific Settings

**Authorise Calendar Access**

Ensure you:

- Authorise with the 'Rc
- The 'Room Booking A
- Ensure the Room Boc
- Remember the perm
- only access room cal
- Rooms need to be ad

Room Booking Administrator

**Rooms**  
Add and update existing rooms

24h Time Format  Visible Meeting Subject  Room Actions Read Only

**Room Name**

[Add New](#)

Room Name:

Calendar Account Email: Room Booking Setup ( )

- If your room calendar is not visible here, ensure the account has Delegate permissions and that you have added them to the accounts [Outlook](#) via the "Add Calendar" → "Add from Directory".
- If your room resources is not visible here, ensure that the "Room Admin Account" has "Read and Manage" delegate permissions on the room resource in the MS Exchange website: <https://admin.exchange.microsoft.com/#/resources>
- Also, that you have added each room Resource to the "Room Admin Account" Outlook via the "Add Calendar" → "Add from Directory" in <https://outlook.office365.com/calendar/view/month>

Greeting:

Room Claim Timeout (mins):   
a timeout of zero disables the claim timeout and rooms are always marked as used

Timezone: (UTC+01:00) Europe/London

Last Panel Request: August 13, 2025 at 16:18

[Save](#) [Cancel](#)

Fill out the remaining details as you see fit and save. You should now see a new room listed.

**Rooms**  
Add and update existing rooms

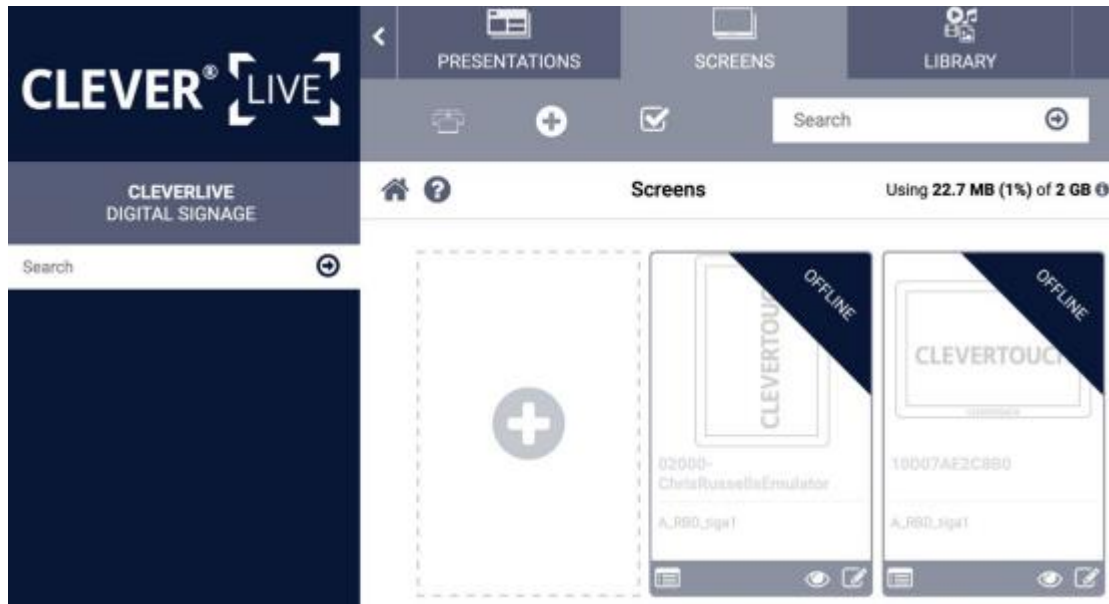
24h Time Format  Visible Meeting Subject  Room Actions Read Only

Room Name	Mailbox Name	Claim Timeout	Status	Last Panel Contact	
<a href="#">Edit</a>	Room Booking Setup	5	Available	Jan 01, 00:00	<a href="#">Delete</a>
<a href="#">Add New</a>					

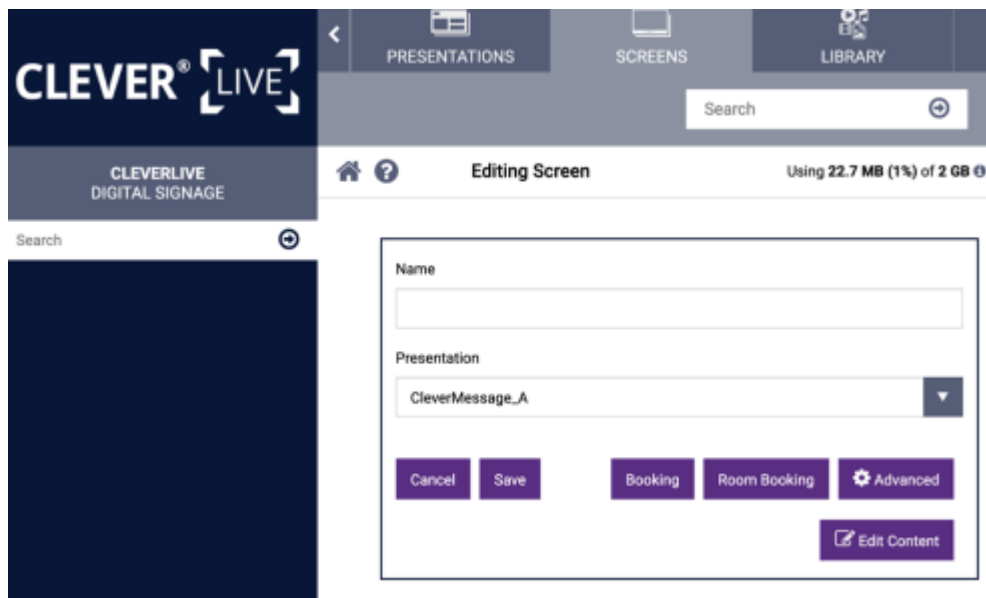
You can preview the room by selecting the "Edit" button next to the room you want to preview, then on the pop-up window select preview.

## Setting up your tablet with the room booking screen

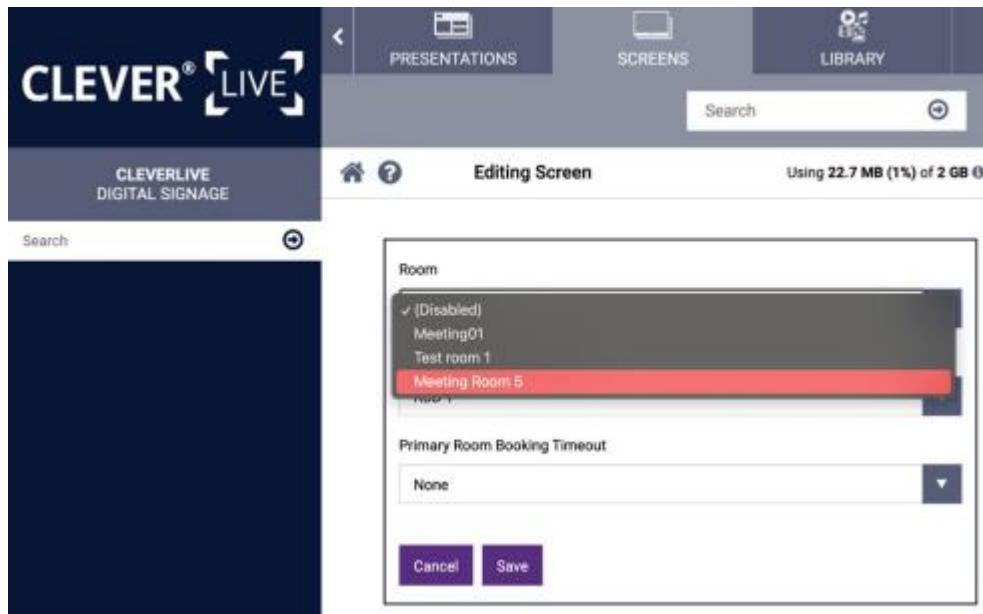
Head over to the screens page to create a new screen for your tablet.



Create your new screen and fill out the details.



When editing the room select the “Room Booking” button, this will allow you to sync the screen and the room you created in the admin panel.



# Troubleshooting and Debugging

If any problems arise from the instructions or other issues from use, you can find a list of helpful resources at the bottom of the room booking page.

## Help

[IP Addresses To Whitelist](#)

[Office 365 Health Status](#)

[Open Help Website](#)

[How To: Assigning Meeting Room to CleverLive Rooms](#)

[How To: Setting up MS Exchange for use with CleverLive Rooms](#)

[How To: Setting up MS Office 365 for use with CleverLive Rooms](#)

[Error Logs](#)

If you are requesting help from a developer, they may ask for you to show your error log to help them troubleshoot.