Troubleshooting with Graduate Student Account

These steps should be taken if the graduate student’s personal email account synced their assistantship specific EAB account instead of their role email account.

Steps to be taken by EAB Navigate Tech Support

- Transferring credentials from previous graduate student user to the current role account holder (EAB Navigate Tech support can assist with this)

Please follow these steps before resyncing to Navigate —

- Log in to office.com using the email id – personalnetID@iastate.edu
- Go to "My Account" on the top right-hand corner of the page (should be a drop-down and "My Account should be in there)
- Click "Office Apps" (Can scroll down the page or find it on the left-hand side of the page)
- Click "App Permission" on the left-hand side of the page
- Look for EAB Integration
- Revoke permission for EAB Integration
- Exit out of office.com

Now go to Navigate and follow the normal calendar sync workflow to sync their calendars using OAuth for email id --roleaccountnetID@iastate.edu