



# Timetabling query resolution guide

## Query: My timetabled activities are showing at the wrong time

This issue is usually caused by your device being set at a different time zone.

This can be corrected using Microsoft Outlook, or [webmail.le.ac.uk](mailto:webmail.le.ac.uk). Both ways are outlined below.

### Using Microsoft Outlook

#### Step 1

Open Microsoft Outlook

#### Step 2

Click 'File' in the top left hand corner

#### Step 3

In the options on the left hand side, click 'Options'

#### Step 4

In the options on the left hand side of the box, click 'Calendar'

#### Step 5

Under 'Time zones' – ensure that the selected time zone is Dublin, Edinburgh, Lisbon, London

### Using [webmail.le.ac.uk](mailto:webmail.le.ac.uk)

#### Step 1

Head to [webmail.le.ac.uk](mailto:webmail.le.ac.uk)

#### Step 2

Click the cog in the top right corner

#### Step 3

In the box that pops up, click 'View all Outlook settings'

#### Step 4

In the options on the left hand side, click 'General'

#### Step 4

Ensure that the current time zone listed is Dublin, Edinburgh, Lisbon, London

Once you've completed one of the above options, your timetabled activities should be showing at the correct time. If activities are still showing at the wrong time, please speak to your local school Administration Team.