

Title and date/time show incorrectly when joining a meeting on Teams sent from a Shared Mailbox

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Applies To: ☒ PoliteMail Desktop ☐ PoliteMail Online ☐ PoliteMail M365

Version: ☒ 4.9 ☐ 5.0 ☐ 5.1+

If you set up a Teams meeting from a Shared Mailbox and send it via PoliteMail, the recipient may see the title and time slots will display incorrectly.

This appears to be a known Microsoft issue with no currently known fix. However, there are possible alternatives to consider:

- Some users report the issue occurs when several calendars are open; consider closing them before sending the invite.
- There are multiple reported bugs in Microsoft's support documentation regarding potential causes of this issue that you may review for a possible workaround:
 - <https://support.microsoft.com/en-us/topic/users-may-notice-that-the-incorrect-timeslot-is-selected-after-clicking-a-meeting-in-the-calendar-1fd91a6d-e9de-4655-8571-2f323a40a0ba>
 - <https://support.microsoft.com/en-us/office/outlook-calendars-render-blank-sections-in-calendar-view-9a3f217a-4de4-444a-b81a-37536225f84e>
 - <https://support.microsoft.com/en-us/office/meeting-missing-from-organizer-s-calendar-c13c47cd-18f9-4ef0-b9d0-d9e174912c4a>
 - <https://support.microsoft.com/en-us/office/users-may-experience-an-error-when-updating-a-meeting-in-their-own-or-a-shared-calendar-b3ee6b29-959e-4e4a-8920-3a28b9a84452>

This issue was reproduced even on accounts that do not have PoliteMail, so it appears this is more of a Microsoft issue at this time. PoliteMail is actively in communication with Microsoft to resolve this issue.