

# SGRPID Area Office Microsoft Bookings Guidance

## 1. Booking Appointments

- **Accuracy:** please provide accurate and complete information when booking an appointment
- **Scheduling:** you can schedule appointments up to 21 days in advance, but no later than 24 hours before the appointment
- **Confirmation:** you will receive email confirmation once your booking has been made

## 2. Online Appointments

- **Microsoft Teams:** depending on what device you are using, you may need to download the Teams app to join the online meeting
- **Mobile:** if you have not downloaded the Teams mobile app, selecting the meeting link will prompt you to install it before joining
- **Desktop:** if you do not have the Teams app on your desktop, you can select continue on this browser to join the meeting, you do not need to install the app

## 3. Changes and Cancellations

- **Rescheduling/Cancellations:** you may reschedule/cancel your appointment through Microsoft Bookings up to 24 hours before the scheduled time
- **Changes by Us:** we may need to reschedule or cancel appointments due to unforeseen circumstances. We will notify you as soon as possible in such cases

## 4. Fees and Payments

- **Payment Terms:** there are no fees to use the SGRPID Area Office Microsoft Bookings pages

## 5. Contact Us

- If you have any questions or require assistance booking an appointment, please contact your local office using the details at [Contact us](#)