

# **Syncing Outlook Contacts and Calendar Items into WorkCenter**

**WorkCenter gives you the ability to quickly sync your Outlook contacts and any Outlook calendar item into the WorkCenter CRM database. You can also sync the WorkCenter contacts and Calendar items back into Outlook if you have acquired our two way Outlook syncing module.**

**If you wish to sync contacts and calendar items from Outlook into WorkCenter follow these steps:**

**Step #1: Outlook Calendar Items: Open WorkCenter and click on TOOLS, VSYNC and then select Outlook Calendar. WorkCenter will automatically take your calendar items from your Outlook and place them into WorkCenter. You will notice the syncing process as your information is being loaded into WorkCenter. Please allow the process to finish before selecting a new function inside WorkCenter.**

**Step #2: Outlook Contact Records: Click on TOOLS, VSYNC and then select OUTLOOK CONTACTS. WorkCenter will not sync your contacts into the WorkCenter database. Please allow time for the syncing process to be completed before moving on to other functions inside WorkCenter.**

**Two Way Outlook calendar and contact syncing: If you use a PDA, palm pilot, Blackberry or Treo, you may wish to transfer data from WorkCenter to your Outlook so you can sync Outlook to your hand held PDA.**

**You need to acquire the add-on 2-way syncing module to accomplish this task. When you select contacts or calendar items to sync, you will notice a box appear. To have the two way syncing, you will need to elect that option by clicking into the appropriate box and you will also need to tell WorkCenter what program has precedence in syncing. When you sync both directions, WorkCenter needs to know what program has the highest priority for data updating.**