

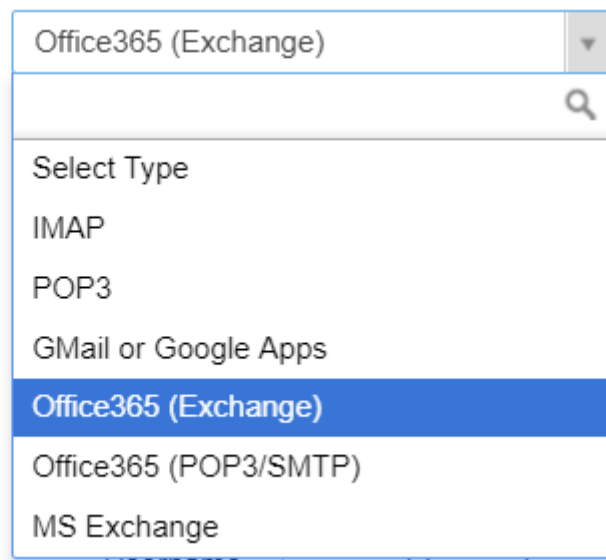
Office365 simple email adaptor over EWS

[Product](#) - [تعليقات \(٠\)](#) - Colin Dunn - 2019-05-15

We are seeing many organisations moving onto the Office365 platform to take advantage of the additional flexibility and reliability the cloud has to offer. In response to this shift, we have [expanded our software](#) to make it easier to connect into a an Office365 email account to use as a ticket relay

It is not uncommon now for administrators to lock down access to the network, especially if a particular technology has become redundant. We see many networks now have POP3 (an inbound mail reading protocol) [disabled](#) for security reasons. Our previous Office365 connector would use this protocol as standard

Account Details *



The screenshot shows a dropdown menu for 'Account Details *'. The menu is open, displaying a search bar at the top with a magnifying glass icon. Below the search bar, the following options are listed: 'Select Type', 'IMAP', 'POP3', 'GMail or Google Apps', 'Office365 (Exchange)' (which is highlighted in blue), 'Office365 (POP3/SMTP)', and 'MS Exchange'. The background of the page is partially visible, showing the 'Username' field with the value 'myuser@example.com'.

We now offer two Office365 connectors. One which uses the previous POP/SMTP standard, and a **new** function which connects using the [Exchange Web Services](#) Protocol

Account Details *

This is the recommended option for connecting to Office365 accounts

Exchange Server	<input type="text" value="https:// outlook.office365.com"/>
	Please check how to find your exchange server . Make sure your firewall is not blocking connections.
Username	<input type="text" value="myuser@example.com"/>
Password	<input type="password" value="....."/>

The default exchange server address is: outlook.office365.com

.In nearly all circumstances it will remain the same, you will not have to change it

The username and password will simply be your standard Office365 email address and password you would use to log into Outlook (OWA) previously. You will not have to configure anything further, the network ports and other settings have been preset for your convenience. Email will be read from the main inbox folder, and will be marked as unread by Deskpro after being processed

مواضيع ذات صلة

• [?What is the difference between Microsoft OWA and EWS](#)