Microsoft has now deprecated Basic Authentication for Office365 accounts

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Microsoft has now deprecated Basic Authentication for their Office365 accounts, which means that your emails may stop working if you use Office365 and **Manual** authentication. Microsoft first announced they were removing support for Basic Authentication in March 2018. However, this decision was delayed during the COVID-19 pandemic; you can read our previous communications about this decision here.

Microsoft has now decided to resume the removal of Basic Authentication, so we want to do all we can to help reduce the impact this may have on your helpdesk.

To do this, you must now use OAuth to authenticate with your Office365 account.

First, you need to create an OAuth application within Office365. We have instructions on how to do that here.

Once you have the Client ID and Secret from the OAuth application, you will need to configure your helpdesk to use OAuth by following one of these guides based on the version of Deskpro you are using:

- Deskpro v5 Cloud
- Deskpro v5 On-Premise
- Deskpro Horizon Cloud
- Deskpro Horizon On-Premise

We recommend making configuration changes in an incognito/private browsing window because any active Office 365 sessions in your browser will automatically log in, and you may find that you have authenticated with the wrong account. You must also temporarily disable Automatic SSO and log in with your Deskpro user credentials if you use Azure AD SAML for your Agent login.

If you experience issues while setting up OAuth, you can refer to our troubleshooting guide for any common problems. Or if you are still experiencing issues, please get in touch with support, and we will be happy to assist you.