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Office365 simple email adaptor over EWS

2019-05-15 - Colin Dunn - [Reacties \(0\)](#) - [Product](#)

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 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 *

Office365 (Exchange) ▼

Select Type

IMAP

POP3

GMail or Google Apps

Office365 (Exchange)

Office365 (POP3/SMTP)

MS Exchange

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 *

Office365 (Exchange) ▼

This is the recommended option for connecting to Office365 accounts

Exchange Server

Please check [how to find your exchange server](#). Make sure your firewall is not blocking connections.

Username

Password

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.

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