

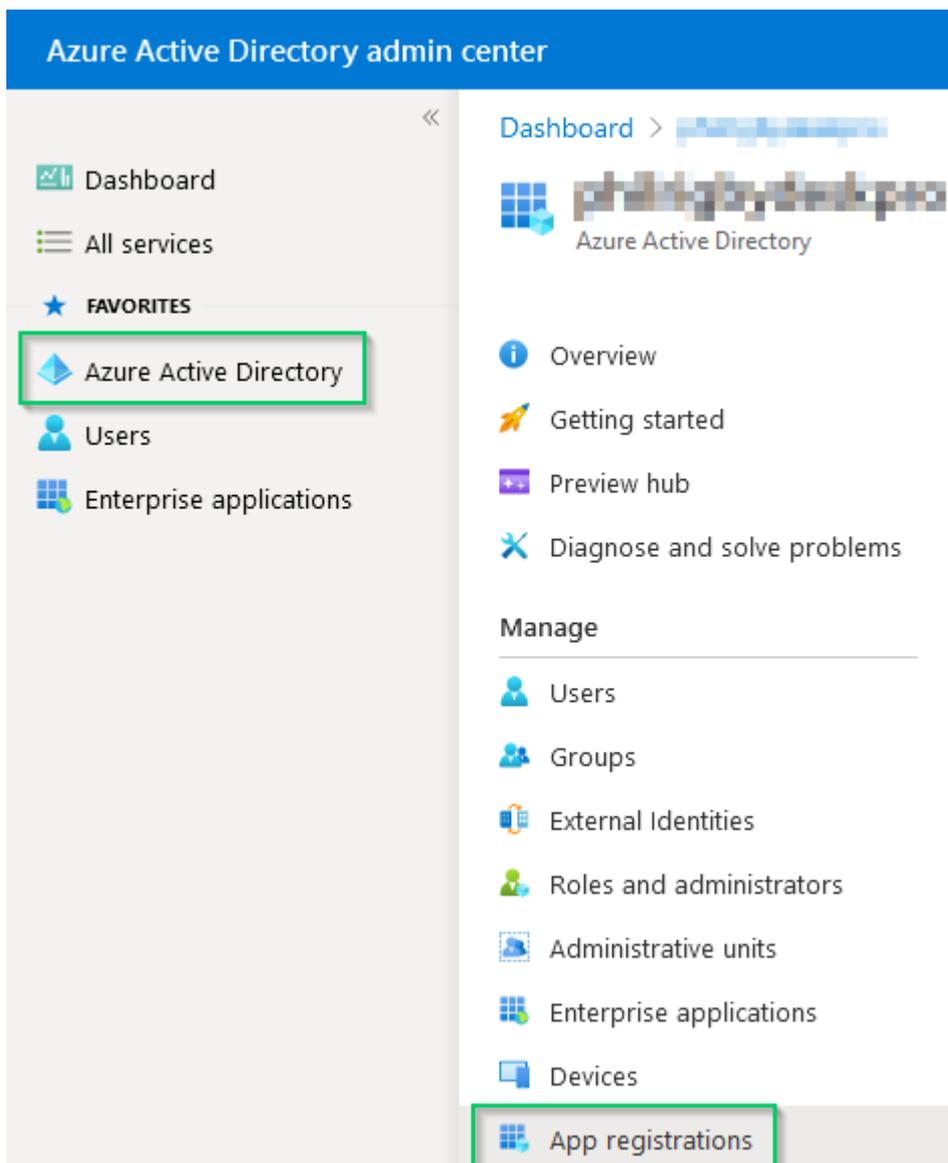
Creating an OAuth2 application in Office365

Phil Rigby - 2022-05-13 - Comment (1) - Legacy: Managing Deskpro On-Premise

To begin, you will need to login to your **Azure Active Directory admin center**. If you're not sure how to get to this, it is possible to access it from your **Microsoft 365 admin center** by clicking 'Show All' under the menu and selecting **Azure Active Directory** within the **Admin centers** section:

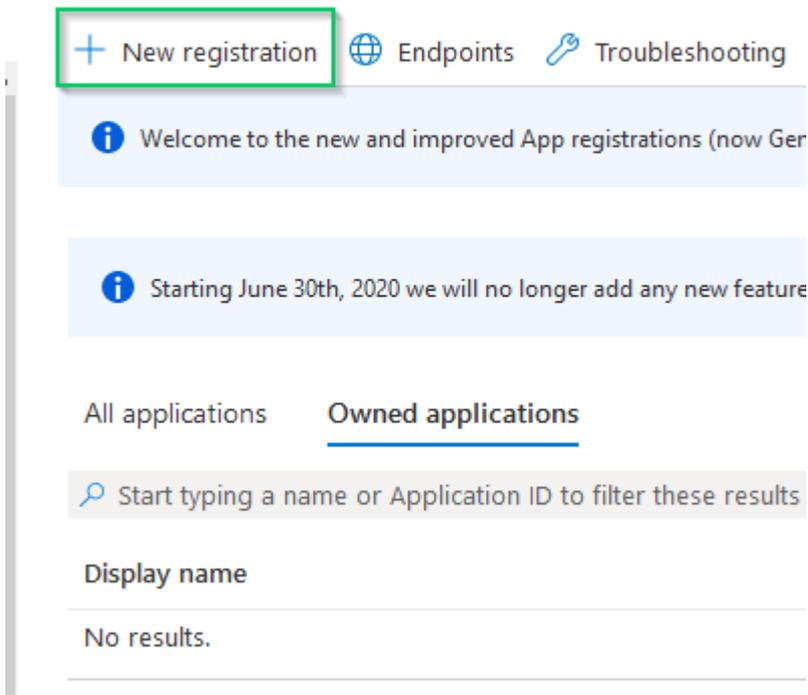


Once in your **Azure Active Directory admin center**, you will need to navigate to **App registrations**. First, make sure you have selected **Azure Active Directory** from the menu, then select **App registrations** from the menu.



We now need to register a new application for your OAuth2 integration. To do this, first select **New registration** at the top of the page.

App registrations



[+ New registration](#) [Endpoints](#) [Troubleshooting](#)

i Welcome to the new and improved App registrations (now Ger

i Starting June 30th, 2020 we will no longer add any new feature

All applications **Owned applications**

Display name

No results.

To register an application, you need to fill out the following details:

Name: This is an identifying name for the app, so you know where it is used.

Supported account types: This requires a Multitenant account, i.e. '*Accounts in any organizational directory (Any Azure AD directory - Multitenant)*'

Redirect URI: This is where you specify the URI the application will redirect the user after login. For this, you will need to use `https://<helpdesk_url>/admin/office365/token`, replacing the `<helpdesk_url>` with the URL for your helpdesk. (**Note:** This requires https, so you will need to have configured an SSL certificate for your helpdesk before continuing. - This is standard for Deskpro Cloud accounts)

Once you have filled out the form correctly, click the 'Register' button at the bottom of the page

Register an application ×

* Name

The user-facing display name for this application (this can be changed later).

 ✓

Supported account types

Who can use this application or access this API?

- Accounts in this organizational directory only (Single tenant)
- Accounts in any organizational directory (Any Azure AD directory - Multitenant)
- Accounts in any organizational directory (Any Azure AD directory - Multitenant) and personal Microsoft accounts (e.g. Skype, Xbox)
- Personal Microsoft accounts only

[Help me choose...](#)

Redirect URI (optional)

We'll return the authentication response to this URI after successfully authenticating the user. Providing this now is optional and it can be changed later, but a value is required for most authentication scenarios.

 ✓By proceeding, you agree to the [Microsoft Platform Policies](#)

This should now create an app which will be available within the App registrations page.

App registrations ×[+ New registration](#) [Endpoints](#) [Troubleshooting](#) [Download \(Preview\)](#) | [Got feedback?](#)

i Welcome to the new and improved App registrations (now Generally Available). See what's new and learn more on how it's changed. →

i Starting June 30th, 2020 we will no longer add any new features to Azure Active Directory Authentication Library (ADAL) and Azure AD Graph. We will continue to provide technical support and security updates but we will no longer provide feature updates. Applications will need to be upgraded to Microsoft Authentication Library (MSAL) and Microsoft Graph. [Learn more](#)

All applications Owned applications

Display name	Application (client) ID	Created on	Certificates & secrets
 Deskpro	167071a1-0c9c-43c1-9c...	9/24/2020	-

If you click on the **Display name** for the application, you should see a brief overview of the application. From this list, you will need to make a note of the **Application (client) ID**. You should also confirm that the **Redirect URIs** specifies that there is at least **1 web** redirect in place.

^ Essentials

Display name
[Deskpro](#)

Application (client) ID
[167071a1-0c9c-43c1-9c45-6dfd400a33ed](#)

Directory (tenant) ID
d0070a32-58f9-456f-933e-cf72e5638957

Object ID
31072df8-2b84-40ca-b643-1fb97b2d7d3f

Supported account types
[Multiple organizations](#)

Redirect URIs
[1 web](#), [0 spa](#), [0 public client](#)

Application ID URI
[Add an Application ID URI](#)

Managed application in local directory
[Deskpro](#)

We now need to create a client secret in order to connect to the app. Within the App settings, select **Certificates & secrets** from the menu, then select **New client secret** within that page.

Manage

 Branding

 Authentication

 Certificates & secrets

 Token configuration

 API permissions

 Expose an API

 Owners

 Roles and administrators | Previ...

 Manifest

Client secrets

A secret string that the application uses to prove its identity when requesting a token. Also can be referred to as application password.

[+ New client secret](#)

Description

Expires

Value

No client secrets have been created for this application.

This requires an identifying **description** and an **expiry date** set. These can be whatever you want, but we recommend setting the secret to never expire to prevent you from having to create a new secret and login again when the old secret expires. Click the **'Add'** button to create the secret.

Add a client secret

Description

Expires

In 1 year

In 2 years

Never

This will create a new **Client Secret** associated with this application.

Please note: This client secret will not be available if you leave this page or close the window, so we highly recommend making a note of secret by clicking the **Copy** icon at the end of the line. It may also take a few minutes for the client secret to activate, so if you are experiencing a *invalid_client* error, please wait a few moments and try again.

Certificates (0) Client secrets (1) Federated credentials (0)

A secret string that the application uses to prove its identity when requesting a token. Also can be referred to as application password.

+ New client secret

Description	Expires	Value	Secret ID
Deskpro	3/24/2024	Xxl7Q~LdwsH93A9xc8E3HuKqKvgLivxh7	2c9c8a8f-21ff-4d69-97e4-04fd621c360d

You should now have the **Client ID** and **Client Secret** required to configure your OAuth2 integration within Deskpro.

Office365 OAuth credentials

Before you can use Oauth with Office365 you must create an API key for your organisation. [\[Click here for instructions\]](#).

Client ID:

Secret: