

Using an Office365 Email Account for On-Premise

Phil Rigby - 2022-10-17 - Comments (0) - Legacy: Managing Deskpro On-Premise

As Microsoft has [disabled Basic Authentication](#) for Azure AD logins, this means that Office 365 mail accounts must use OAuth2 in order to login to send and receive emails.

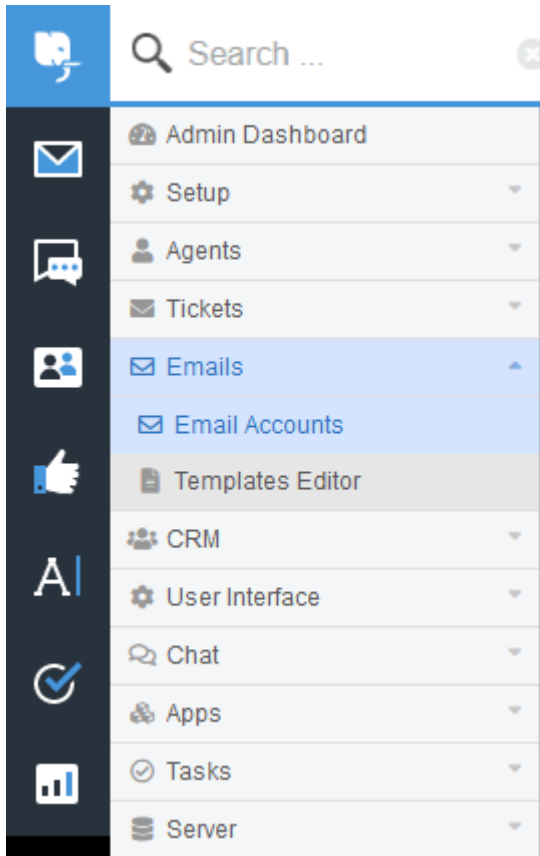
This article specifically describes how to configure your Office365 mail account for an On-Premise installation. If you wish to configure your Office365 mail account for Cloud, please follow the guide available [here](#).

Before adding your Office365 account, you will need to configure an OAuth2 app within Microsoft Azure. Please follow the guide [here](#) and make a note of the Client ID and Client Secret before proceeding.

Warning

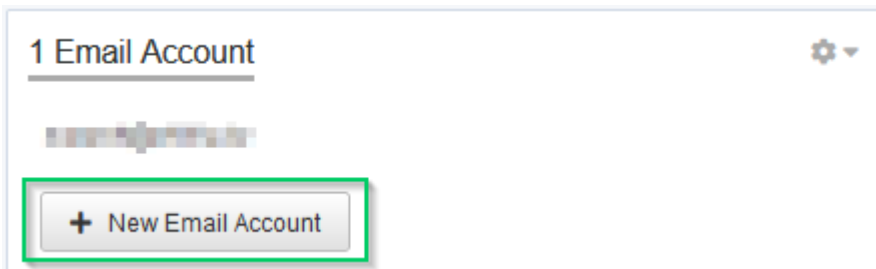
We recommend logging into Deskpro in a Private Browsing / Incognito window during this installation, as active logins to Office365 in your browser could override the login section, and log Deskpro in as the wrong user.

In order to add a mail account to your Deskpro On-Premise installation, first login to your admin panel, then navigate to **Admin > Emails > Email Accounts**



From here, if you have an existing Office365 email account configured in Deskpro, select that and skip to [Step 4 - Using OAuth2](#).

1. Click on 'New Email Account' in order to create a new email account.



2. Enter your Office365 email account in the Email Address field, check the box to Enable the email account and select 'Ticket Email Account' type.

Email Address *	<input type="text" value="support@[redacted].onmicrosoft.com"/> <small>Enter the main email address for this account.</small>
	<input type="checkbox"/> This account has additional email addresses associated with it (aliases)
Enabled	<input checked="" type="checkbox"/> Enable this email account <small>When enabled, new emails will be processed from this account and outgoing emails may be sent out from this address.</small>
Type	<input type="text" value="Ticket Email Account"/> <small>Ticket accounts are email accounts that Deskpro will download emails from and process into tickets and replies.</small>

Note: If your Office365 account is configured to use a custom domain, specify that email address and not the .onmicrosoft.com address. This will be the email address which Deskpro uses to send outbound mail from this account.

3. For Account Details, there are two options, **Office365 (Exchange)** and **Office365 (POP3/SMTP)**. We recommend using the Exchange method for Office365 emails, but both methods should work. Please consult with your Office365 administrator to see if you have any limitations on how to connect to your mail account.

The screenshot shows a form with two main sections: 'Account Details *' and 'Outgoing Email *'. A dropdown menu is open under 'Account Details *', titled 'Select Type'. The menu lists several options: 'IMAP', 'POP3', 'GMail or Google Apps', 'Office365 (Exchange)', 'Office365 (POP3/SMTP)', and 'MS Exchange'. The 'Office365 (Exchange)' option is highlighted with a blue background and a green border. Below the dropdown, the text 'New Ticket Trigger' is visible.

If you select **Office365 (Exchange)**, you will have the option to configure a custom exchange server address if required. The default address should be correct for most users, but please confirm with your Office365 administrator.

4. Using OAuth2

At this point you will have the option to enter a Username and/or a Password to authenticate your Office365 mail account, or '**Use OAuth instead**'. To configure your OAuth account, click that button, then the '**Get Access Token**' button which now displays, and a window will display prompting you to enter your **Client ID** and **Client Secret**.

The screenshot shows the 'Account Details *' section of the form. The 'Office365 (Exchange)' option is selected in the dropdown menu. Below the dropdown, there is a light blue banner that reads 'This is the recommended option for connecting to Office365 accounts'. The form includes the following fields and buttons:

- Exchange Server:** A text input field containing 'https:// outlook.office365.com'. Below it, a note says 'Please check how to find your exchange server. Make sure your firewall is not blocking connections.'
- Username:** An empty text input field.
- Password:** An empty text input field.
- Use OAuth instead:** A blue button with a white border, highlighted with a green border.
- Test Account Settings:** A blue button with a white border and a lightning bolt icon.

At the bottom of the form, there is a link for 'Advanced Options ↓'.

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.

[Advanced Options](#) ↓

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:

This would be where you would place your **Client ID** and **Client Secret** generated by the Azure AD app. If you do not have this information, instructions on how to generate them can be found [here](#).

Entering your **Client ID** and **Client Secret** then clicking **Save** will then open a popup window asking you to sign into your Office365 account. This account will be the one you wish to add to Deskpro.


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support@[REDACTED].onmicrosoft.com

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← support@[redacted].onmicrosoft.com

Enter password

●●●●●●●●●●

[Forgotten my password](#)

Sign in

[Terms of use](#) [Privacy & cookies](#) ...

Once you have signed in with your login credentials, Microsoft will prompt you confirm the permissions requested by Deskpro. Click '**Accept**' to continue. If you have any form of Multi-Factor Authentication enabled for this account, you will also be asked to confirm your login through that.

support@[redacted].onmicrosoft.com

Permissions requested

Deskpro
unverified

This application is not published by Microsoft.

This app would like to:

- ✓ Maintain access to data you have given it access to
- ✓ View your basic profile
- ✓ Read and write access to your mail.
- ✓ Read and write access to your mail.
- ✓ Access to sending emails from your mailbox.
- ✓ Access your mailboxes

Accepting these permissions means that you allow this app to use your data as specified in their Terms of Service and Privacy Statement. **The publisher has not provided links to their Terms for you to review.** You can change these permissions at <https://myapps.microsoft.com>. [Show details](#)

Does this app look suspicious? [Report it here](#)

Cancel

Accept

[Terms of use](#) [Privacy & cookies](#) ...

Once complete, the **Get Access Token** button should now be red, and display **Reset Access Token**.

Click the **Test Account Settings** button to confirm your login credentials are correct.

Account Details *

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.

[Advanced Options ↓](#)

5. Finally, configure the brand and department you want emails sent to this account to

create tickets under, and click **'Save'**.

New Ticket Trigger

When a user submits a new ticket by emailing this address:	
<input checked="" type="checkbox"/> Set Brand	Default ▾
<input checked="" type="checkbox"/> Set Department	Support ▾
<input type="checkbox"/> Send User Email	
+ Action	

Save Reset

Your Office365 email address should now be configured to send and receive emails.