

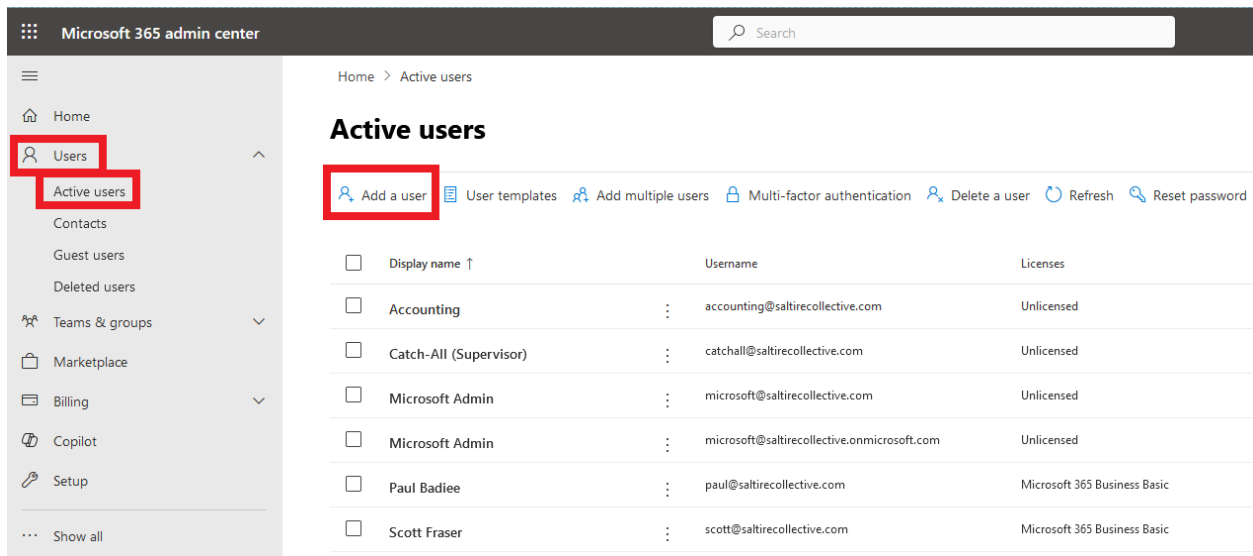
Setting up a Mailbox in FreeScout:

Pre-requisites:

- Azure P1 or P2 license
- MFA must be disabled on mailbox accounts
- Global Admin access to M365 tenancy

Guide (Steps 1 – 2 are theory based at the moment):

1. Create a licensed user account in O365
 - a. Go to admin.microsoft.com
 - b. Click on “Users”
 - c. Click on “Active users”
 - d. Click “Add a user”
 - e. Add all the user details
 - f. Assign a “Microsoft 365 Business Basic”
 - g. Finish creating the user account



Microsoft 365 admin center

Home > Active users

Active users

[Add a user](#) [User templates](#) [Add multiple users](#) [Multi-factor authentication](#) [Delete a user](#) [Refresh](#) [Reset password](#)

☐	Display name ↑		Username	Licenses
☐	Accounting	:	accounting@saltirecollective.com	Unlicensed
☐	Catch-All (Supervisor)	:	catchall@saltirecollective.com	Unlicensed
☐	Microsoft Admin	:	microsoft@saltirecollective.com	Unlicensed
☐	Microsoft Admin	:	microsoft@saltirecollective.onmicrosoft.com	Unlicensed
☐	Paul Badlee	:	paul@saltirecollective.com	Microsoft 365 Business Basic
☐	Scott Fraser	:	scott@saltirecollective.com	Microsoft 365 Business Basic

2. Convert user mailbox to a shared mailbox

Paul Badiee

Reset password Block sign-in Delete user

Change photo

Account Devices Licenses and apps **Mail** OneDrive

Mailbox storage

[Learn more about mailbox storage quotas](#)

Mailbox permissions

[Read and manage permissions \(0\)](#)

[Send as permissions \(0\)](#)

[Send on behalf of permissions \(0\)](#)

Show in global address list

Yes

[Manage global address list visibility](#)

Automatic replies

Off

[Manage automatic replies](#)

Email apps

Other email apps allowed

[Manage email apps](#)

Email forwarding

None

[Manage email forwarding](#)

More actions

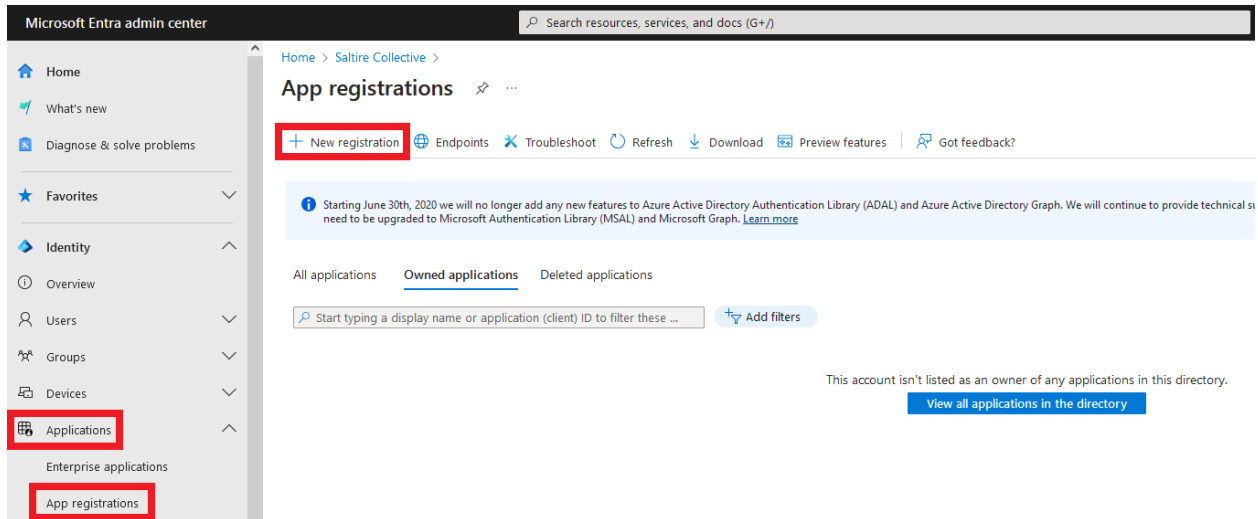
[Convert to shared mailbox](#)

[Edit Exchange properties](#)

3. Confirm MFA is disabled on the account

- a. Go to:
<https://account.activedirectory.windowsazure.com/UserManagement/MultifactorVerification.aspx?BrandContextID=O365>
- b. Confirm if the account "MULTI-FACTOR AUTH STATUS" is set to disabled
 - i. If status is enabled, click on the user
 - ii. Select "Disable"

4. Create a new App Registration (this step is only required once)



- a. Enter a name, choose the “Accounts in any organizational directory (Any Azure AD directory - Multitenant) option and enter a redirect URL (ex. <https://inbox.saltirecollective.com/mailbox/oauth>)

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 (Saltire Collective only - Single tenant)
- ☒ Accounts in any organizational directory (Any Microsoft Entra ID tenant - Multitenant)
- ☐ Accounts in any organizational directory (Any Microsoft Entra ID tenant - 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.

Web	▼	https://inbox.saltirecollective.com/mailbox/oauth	✓
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- b. Assign the following permissions under the “API Permissions” - IMAP.AccessAsUser.All, Mail.Read, Mail.Read.Shared, Mail.ReadBasic, Mail.ReadBasic.Shared, Mail.ReadWrite, Mail.ReadWrite.Shared, Mail.Send, Mail.Send.Shared, offline_access, SMTP.Send, User.Read
- c. Click on “Grant admin consent for Saltire Collect” and follow the prompts once the above step is complete

Configured permissions

Applications are authorized to call APIs when they are granted permissions by users/admins as part of the consent process. The list of configured permissions should include all the permissions the application needs. [Learn more about permissions and consent](#)

+ Add a permission	✓ Grant admin consent for Saltire Collective				
API / Permissions name	Type	Description	Admin consent req...	Status	
Microsoft Graph (12)					
IMAP.AccessAsUser.All	Delegated	Read and write access to mailboxes via IMAP.	No	✓ Granted for Saltire Colle...	...
Mail.Read	Delegated	Read user mail	No	✓ Granted for Saltire Colle...	...
Mail.Read.Shared	Delegated	Read user and shared mail	No	✓ Granted for Saltire Colle...	...
Mail.ReadBasic	Delegated	Read user basic mail	No	✓ Granted for Saltire Colle...	...
Mail.ReadBasic.Shared	Delegated	Read user and shared basic mail	No	✓ Granted for Saltire Colle...	...
Mail.ReadWrite	Delegated	Read and write access to user mail	No	✓ Granted for Saltire Colle...	...
Mail.ReadWrite.Shared	Delegated	Read and write user and shared mail	No	✓ Granted for Saltire Colle...	...
Mail.Send	Delegated	Send mail as a user	No	✓ Granted for Saltire Colle...	...
Mail.Send.Shared	Delegated	Send mail on behalf of others	No	✓ Granted for Saltire Colle...	...
offline_access	Delegated	Maintain access to data you have given it access to	No	✓ Granted for Saltire Colle...	...
SMTP.Send	Delegated	Send emails from mailboxes using SMTP AUTH.	No	✓ Granted for Saltire Colle...	...
User.Read	Delegated	Sign in and read user profile	No	✓ Granted for Saltire Colle...	...

- d. Create a secret under “Certificates and secrets”
 - i. Click on “New client secret”
 - ii. Enter a description and choose the secret expiry time
 - iii. Click on “Add”
 - iv. Copy the secret value as it is only displayed once (this will be used in FreeScout)

Home > Saltire Collective > App registrations > FreeScout-Catch-All | API permissions > App registrations > FreeScout-Catch-All

FreeScout-Catch-All | Certificates & secrets

Search Got feedback?

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Diagnose and solve problems

Manage

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Authentication
Certificates & secrets
Token configuration
API permissions
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App roles

Credentials enable confidential applications to identify themselves to the authentication service when receiving tokens at a web address (scheme). For a higher level of assurance, we recommend using a certificate (instead of a client secret) as a credential.

Application registration certificates, secrets and federated credentials can be found in the tabs below.

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
FreeScout-Catch-All	10/30/2025	sZ1*****	957d511-8

Add a client secret

Description

Expires

- e. Click on “Overview” and note down the “Application (client) ID” (this will be used in FreeScout)

Overview

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Authentication

Conditional Access

Got a second? We would love your feedback on Microsoft identity platform (p)

Essentials

Display name : FreeScout-Catch-All

Application (client) ID : d3bd88d3-c7c9-487e-8479-b6746fa95949

Object ID : 4be8f5a5-9560-43b2-8338-3d28d3030618

Directory (tenant) ID : e9d53de9-af62-4dd5-9b71-51a86c87ebf8

Supported account types : [Multiple organizations](#)

5. Go to Enterprise applications (under Applications in the left-hand menu)
- Click on the newly created application
 - Go to “Users and groups”
 - Add all mailboxes that will be set up in FreeScout

Home > Enterprise applications

Enterprise applications | All applicatio

Saltire Collective

Overview

Overview

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New application

View, filter, and search applica

The list of applications that ar

Search by application nan

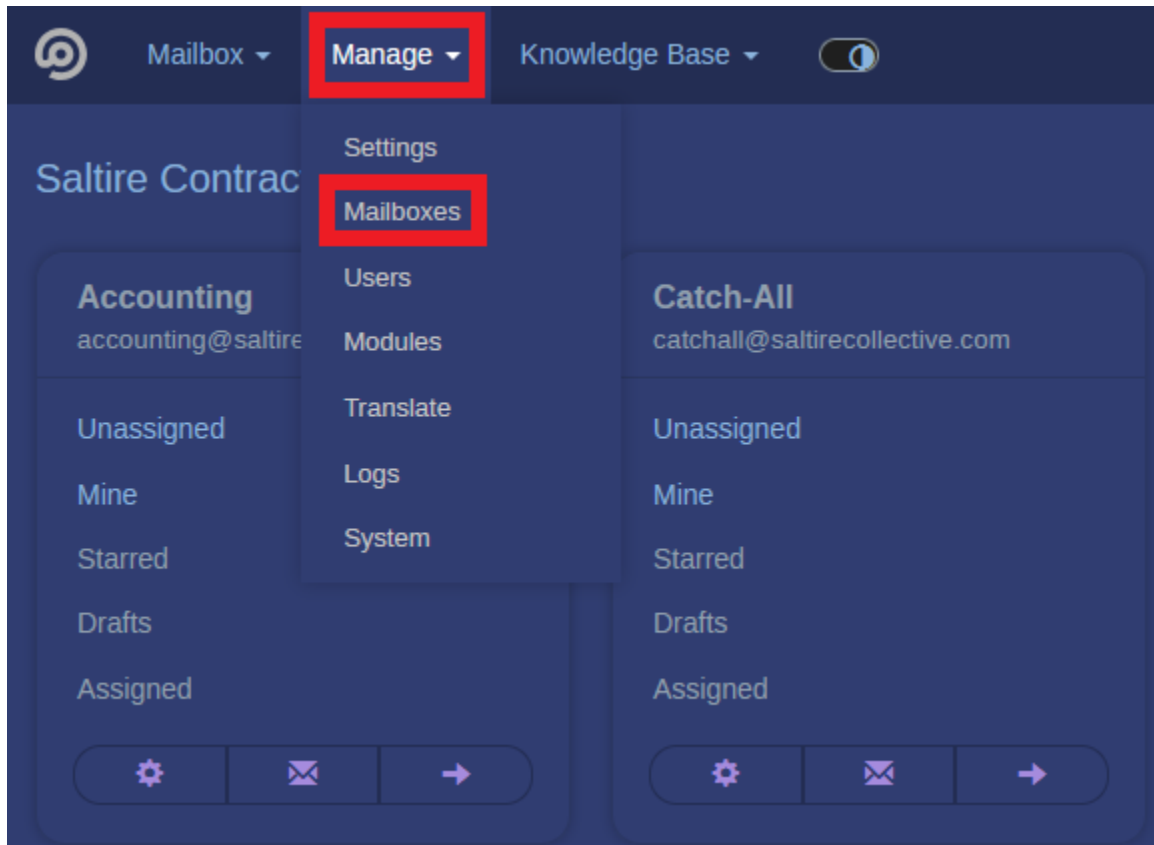
2 applications found

Name

FreeScout-Catch-All

Freescout-Account...

6. Configure a new mailbox in FreeScout
 - a. Open the FreeScout portal
 - b. Click "Manage"
 - c. Click "Mailboxes"



- d. Click "New Mailbox"
- e. Enter the email address and a name for the mailbox
- f. Set permissions for the mailbox
- g. Click "Create Mailbox"
- h. Click on "Connection Settings"
- i. Choose SMTP
- j. Fill out the following:
SMTP Server: smtp.office365.com
Port: 587
Username: Application (Client) ID
Password: Client secret
Encryption: TLS (+StartTLS)
- k. Click "Save Settings"

Edit Mailbox

Connection Settings

Permissions

Auto Reply

Knowledge Base

Sending Emails **Fetching Emails**

Receiving emails need to be configured for the mailbox in order to fetch emails from your support

You can read more about sending emails [here](#). To send system emails via webmail providers provider won't send emails.

Method

☐ PHP's mail() function

☐ Sendmail

☒ SMTP

SMTP Server: smtp.office365.com

Port: 587

Username: d3bd88d3-c7c9-487e-8479-b6746fa959...

Password:

[Microsoft Exchange – Connect \(Help\)](#)

Encryption: TLS (+StartTLS)

Send Test To: msnagra2@gmail.com Send Test

Make sure to save settings before testing.

Save Settings

- l. Click "Connect" and sign in with the account credentials
- m. Click "Fetching Emails"
- n. Fill out the following:
 - Fetch From: catchall@saltirecollective.com
 - Protocol: IMAP
 - SMTP Server: outlook.office365.com
 - Port: 993
 - Username: Application (Client) ID
 - Password: Client secret
 - Encryption: SSL
 - IMAP Folders: INBOX
 - Validate Certificate: ON
 - IMAP Folder to Save Outgoing Replies: Sent
- o. Click "Save Settings"
- p. Click "Connect" and sign in with the account credentials

Fetching Emails

You can read more about fetching emails [here](#).

Status: ✓ Active

Fetch From: Change

Protocol:

Server:

Port:

Username:

Password:

Microsoft Exchange — [Connect](#) ([Help](#))

Encryption:

IMAP Folders: Get folders

Validate Certificate: ☒ ?

Make sure to save settings before checking connection.

IMAP Folder To Save Outgoing Replies:

Enter IMAP folder name to save outgoing replies if your mailbox has one. If not, leave it blank.

Save Settings Check Connection

7. Allow SMTP Authentication for the mailbox
 - a. Open Powershell
 - b. Run: `Install-Module -Name ExchangeOnlineManagement` (only need to do this once per machine)
 - c. Run: `Set-ExecutionPolicy Bypass`
 - d. Run: `Import-Module ExchangeOnlineManagement`
 - e. Run: `Connect-ExchangeOnline`
 - f. Sign in with a Global Admin account
 - g. Run: `Set-CASMailbox -Identity "mailbox address" -SmtpClientAuthenticationDisabled $false`
8. Allow 15-20 minutes before proceeding to test the mailbox send/fetch from FreeScout