Reschedge: Exchange and Office 365 integration

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Users in Reschedge can connect their Reschedge account to their organization's Exchange or Office 365 account using the Microsoft Exchange Web Services (EWS) API.

 The integration between Reschedge and Exchange or Office 365 uses the permissions Users already have when viewing calendars. So if one of your Users only has free/busy read access to an Interviewer's calendar, they will only see free/busy information for that Interviewer in Reschedge.

Reschedge offers four different methods to integrate with Exchange and Office 365, allowing you to adjust the integration according to your organization's security policy. Users can enter their own exchange credentials, or connect to a dedicated Reschedge mailbox. Users can also delegate access from their personal mailbox to the Reschedge dedicated mailbox, or be impersonated by that mailbox.

> ⓘ **Note**
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> Only Reschedge Account Admins can choose the Exchange or Office 365 integration method. If a dedicated mailbox is chosen, only Account Admins can manage the integration on the account level. Selecting the integration method is done in the Account settings section .

System requirements

The integration requires:

1. Exchange server version **2007 or newer**, or **Office 365**

2. **EWS (Exchange Web Services) must be enabled** on your Exchange server. EWS is enabled by the administrators on most Exchange servers. With some technical skills, you can explore whether EWS is enabled or not using Microsoft Remote Connectivity Analyzer (this tool only works if the Exchange sever is not behind a firewall).

3. Since Reschedge runs in the cloud, EWS must be accessible to our servers from outside your firewall. This can be easily tested by trying to connect. If the connection fails due to the firewall blocking the EWS, contact the Exchange admin within your organization to whitelist our static IPs, or establish a hosted

proxy.

If you meet these settings but still unable to connect to your Exchange or Office 365, visit our troubleshooting page to learn more about common causes of unsuccessful connection

Integration methods

1. Personal connection

If this method is selected, each Reschedge User will have to enter their own Exchange credentials in Reschedge in the Personal settings section .

When scheduling an Interview, the calendar event will be created on the User's calendar. Calendar invitations will be sent to the Interviewers from the User's personal mailbox.

This is the simplest integration method, and no action is required from an Exchange administrator.

2. Dedicated Reschedge mailbox

With this integration method, Reschedge is connected to a single dedicated mailbox. All interviews will be created in the dedicated mailbox calendar. Invitations to the Interviewers will also be sent from that mailbox.

The setup for this integration method requires one-time actions from the Exchange Admin within your organization and the Reschedge Account Admin.

The Exchange Admin within your organization needs to create a dedicated mailbox in Exchange (new Exchange user). For example, scheduling@example.com. Once the mailbox is created, the Reschedge Account Admin can configure the integration and enter the dedicated mailbox credentials in the Account settings section . This will connect all the Users to the dedicated mailbox.

3. Dedicated mailbox & Delegate access

With this method, a dedicated mailbox can be created with delegate access granted on a user-by-user basis. Delegation grants permissions to the dedicated mailbox to create events on behalf of the Users.

If this method is selected, the Reschedge Account Admin will only need to enter the credentials of the dedicated mailbox. However, when scheduling an Interview, the calendar event will be created on the User's calendar. Invitations to the Interviewers will also be sent

from the User's personal mailbox.

The setup for this integration method requires one-time actions from the Exchange Admin within your organization and the Reschedge Account Admin, as well as a per-user setup.

The Exchange Admin within your organization needs to create a dedicated mailbox in Exchange (new Exchange user). For example, scheduling@example.com. Once the mailbox is created, the Reschedge Account Admin can configure the integration and enter the dedicated mailbox credentials in the Account settings menu .

Each Reschedge User will then need to grant delegate access to the dedicated mailbox. This can be done in Exchange, or in the email client the User is using (such as Outlook). Learn more about delegating access to a dedicated mailbox

> ## (i) **Note**
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> The Exchange admin within your organization can also grant delegate access on behalf of each User. This can save Users the hassle of configuring delegate access.

4. Dedicated mailbox & Impersonation

With this method, a dedicated mailbox can be created with the ability to impersonate users, and act on their behalf.

If this method is selected, the Reschedge Account Admin will only need to enter the credentials of the dedicated mailbox. However, when scheduling an Interview the calendar event will be created on the User's calendar. Invitations to the Interviewers will also be sent from the User's personal mailbox.

The setup for this integration method requires one-time actions from the Exchange Admin within your organization and the Reschedge Account Admin.

The Exchange Admin within your organization needs to create a dedicated mailbox in Exchange (new Exchange user). For example, scheduling@example.com, and enable impersonation for that mailbox. Read more about enabling impersonation for a dedicated mailbox

Once the mailbox is created, the Reschedge Account Admin can configure the integration and enter the dedicated mailbox credentials in the Account settings menu .

Summary

Reschedge Support

The table below summaries the four different integration methods:

Connection method	Description	User's actions	IT / Exchange Admin actions
Personal	Each user connects individually by providing their personal Exchange account credentials	Each User must Enter the User's personal mailbox credentials in Reschedge	None
Dedicated mailbox	All interviews are created in a dedicated Reschedge mailbox	Reschedge Account Admin enters the dedicated mailbox credentials. Users don't need to setup anything	Create one dedicated mailbox in Exchange (new Exchange user)
Dedicated mailbox & delegate access	Each User delegates to the dedicated Reschedge mailbox (grants permissions to create events on their behalf).	Reschedge Account Admin enters the dedicated mailbox credentials. Each User needs to delegate access from their personal mailbox to the dedicated Reschedge mailbox	Create one dedicated mailbox in Exchange (new Exchange user)
Dedicated mailbox & impersonation	An Exchange Admin grants special permissions to the dedicated mailbox to impersonate any Exchange user (act on behalf of any user).	Reschedge Account Admin enters the dedicated mailbox credentials. Users don't need to setup anything	Create one dedicated mailbox (new Exchange user), and setup impersonation settings in Exchange.