Office 365 SMTP Configuration Updates

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Introduction

Microsoft is retiring Basic Authentication for client email submission (SMTP AUTH) on the second half of 2027 (previously 1st March 2026) and will require the use of OAuth authentication instead. Details of this change are available in the following Microsoft article: Authenticate SMTP connections using OAuth.
To support this change, ReadiNow will introduce OAuth support for email server authentication in release 2.211 which was released on 2 April 2026

Next steps

Customers currently using Office 365 (Exchange Online) with Basic Authentication for sending emails will need to migrate to OAuth authentication by following the steps below.

Configure OAuth for Office 365 using Microsoft Entra ID

1. Follow the Microsoft article below to generate the Microsoft Entra application:
   Authenticate SMTP connections using OAuth.

2. ReadiNow recommends configuring an application for your own tenant.

Update ReadiNow Email Server settings

Note: ReadiNow recommends testing these steps in a staging tenant before applying them to a production environment.

1. Navigate to Administration | Settings | Email Server Settings

2. Complete the OAuth Settings by entering the values previously configured on your Office 365 tenant. See Email Server Settings for the ReadiNow configuration requirements.

3. Verify that emails are still being sent successfully from your ReadiNow platform. This can be tested using a workflow “Send Email” activity.

Once these steps are complete - The ReadiNow platform will be able to send outgoing emails using OAuth authentication.