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Exchange Web Services Deprecation

Overview

Microsoft is in the process of deprecating support for Exchange Web Services (EWS) in Exchange Online to be replaced with OAuth 2.0 for Microsoft Graph. This will begin on October 1st, 2026. Additional information provided by Microsoft is available here.

To support this change, the Email Settings area in **Maintenance > Application > Network Settings** now has an OAuth 2.0 Microsoft Graph option available. The previously existing OAuth 2.0 Microsoft option (which uses EWS) has been deprecated and will be removed in a future release.

Please review the required steps to be sure you're prepared for the October 1st deprecation of EWS by Microsoft. Failure to complete these steps may result in a loss of SchoolTool email functionality.

Who's Impacted

- **Districts currently using Exchange Online with OAuth 2.0** must add two new API permissions and update SchoolTool settings ***by October 1st, 2026***:
    - Add new API permissions in Azure Portal
    - Update Network Settings to use OAuth 2.0 for Microsoft Graph
    - If your "From" Email Address in SchoolTool is not currently associated with an actual mailbox, you'll need to make changes in Network Settings for that as well. Please note that this step requires additional coordination with Mindex in the form of a ticket submitted *in advance*.
- **Districts currently using Exchange Online with SMTP AUTH (Basic Authentication)** must convert to OAuth by ***December 2026***:
    - Follow the steps outlined in the Converting to Exchange Online with OAuth 2.0 documentation.

Notes:

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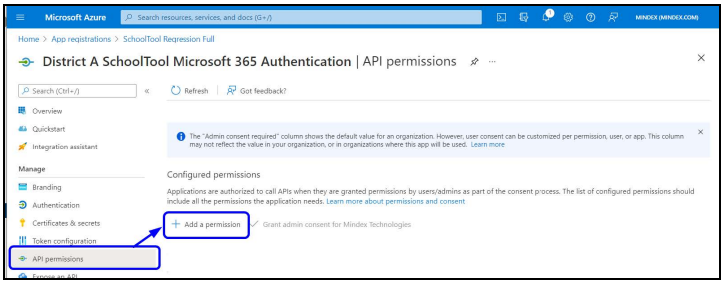
- Districts moving from on-premise Exchange to Exchange Online tenants and/or districts adding new tenants to Exchange Online will also need to use the OAuth 2.0 for Microsoft Graph option going forward and should follow the same steps outlined in the Converting to Exchange Online with OAuth 2.0 documentation when making that conversion.
- Districts using on-premise Exchange servers should continue to use SMTP for email configuration as OAuth 2.0 is not currently supported for on-premise Exchange.

Steps to Upgrade

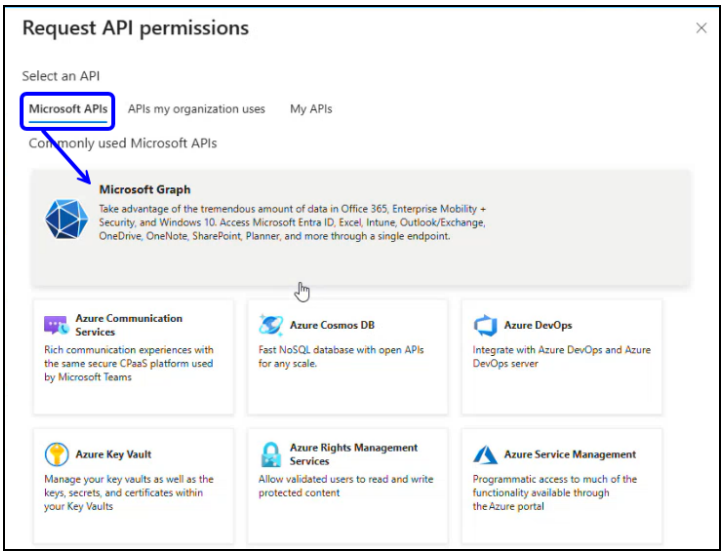
For districts already using Exchange Online with OAuth 2.0:

1. Update API Permissions in Azure Portal

    A. From the menu on the left, click on API permissions and click “Add a permission”.



    B. Choose "APIs my organization uses," then search for "Microsoft Graph" and click on the result for Microsoft Graph.



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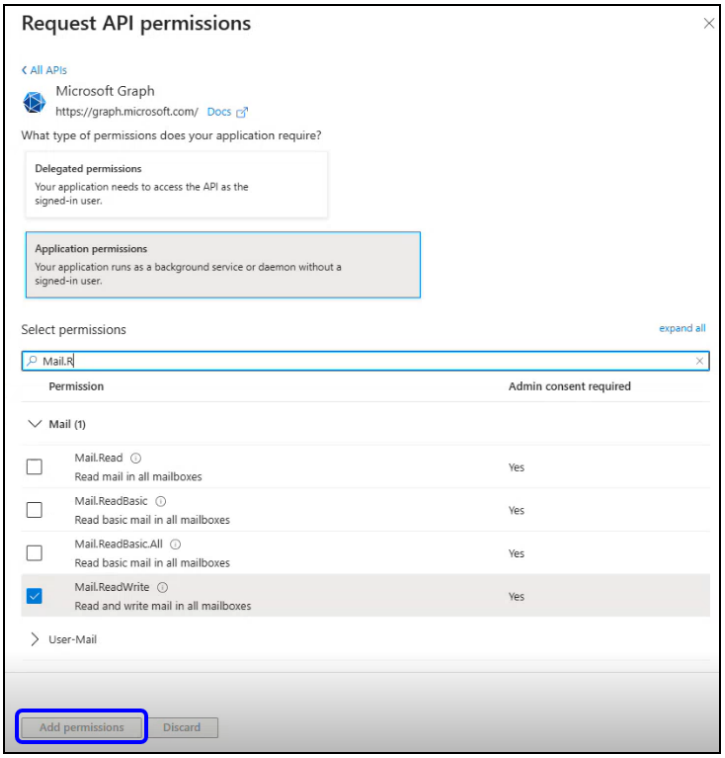
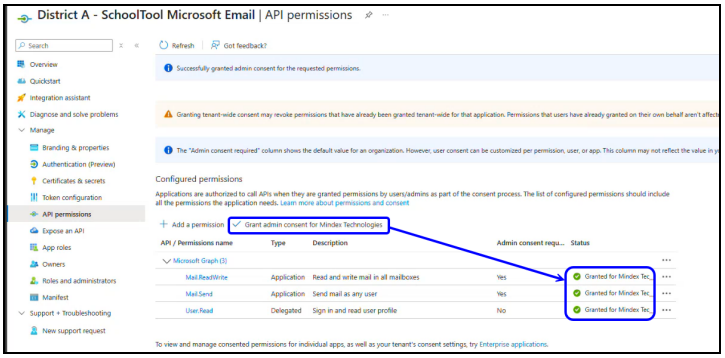
C. In the "Application permissions" section, search for and add the following permissions.

- Mail.ReadWrite
- Mail.Send

Click Add permissions to save your changes.



D. Once this has been requested, the account admin may need to grant access by clicking on “Grant admin consent…”. In this example, the admin has already granted the access and the requested permissions status shows a green check indicator.

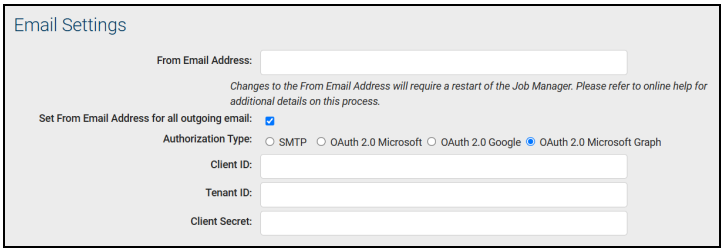


You should now have three (3) API permission on this app for Microsoft Graph.

2. Update SchoolTool Settings

A. To begin, navigate to **Maintenance > Application > Network Settings** and locate the Email Settings section.

B. Select the OAuth 2.0 Microsoft Graph option for the Authorization Type (the screen will update to show the necessary configuration fields, which should be filled in with the data from your previous OAuth 2.0 Microsoft settings).



C. Confirm that the value in the “From Email Address” is populated with an account that is associated with a mailbox; if it’s not, you’ll need to update it.

   i. **Important Note:** This step requires coordination with Mindex as it necessitates a restart of the Job Manager. Please submit a ticket prior to making a change to this field.

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