

Outlook 365 Integration: Whitelist the Order Time Domain

Last Modified on 12/23/2021 12:10 pm EST

Issue: Outlook 365 Email Integration

A safety measure that Outlook 365 provides to block 3rd parties from sending emails on your behalf is blocking Order Time from doing so when using the Email Integration.

Solution: Your IT / Admin will need to white list the Order Time domain so that it can send emails on your behalf.

There is a special safety measure within Office 365 / Outlook 365 Mail that blocks 3rd parties from sending emails on your behalf. This is to try to stop any unauthorized applications from sending scam emails, spoofing your email address and pretending to be legit.

Your domain's DNS entries most likely contain an entry that looks similar to this:

```
v=spf1 a mx include:spf.protection.outlook.com include:servers.mcsv.net -all
```

The next step would be to have your IT personnel or someone who has access to your website domain essentially whitelist ordertime.com to be able to send emails and become a trusted domain.

Here is the article that can be referenced with details on how to do this:

<https://docs.microsoft.com/en-us/microsoft-365/security/office-365-security/set-up-spf-in-office-365-to-help-prevent-spoofing?view=o365-worldwide>

Especially pay attention to the section that says:

Third-party email system	include: is the domain of the third-party email system.
---------------------------------	---

You'll want to use ordertime.com in that domain field and possibly also app.ordertime.com

In the meantime while this is being worked on, we suggest turning off the Office 365 integration so you can send emails from the Order Time servers without issue and then once the whitelist is

in place try and turn it on again to confirm new emails will send properly.

Disconnecting the Mail and Calendar Integration

To disconnect your Email account and Calendar from Order Time, simply head to the settings by clicking on the gear next to your company name on the top-right portion of your screen. Then click **Mail and Calendar Integration** under the **General** column.

Click on the service you would like to disconnect ie. Outlook 365 in this case and then click on the green **Disconnect** button.

As always, if you require assistance email us at support@ordertime.com