Reschedge Support

Reschedge: Account settings

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This section is only visible to Reschedge Account Admins.

In the Account settings area, found by clicking on your sign-in ID -> Account settings, you can change your account settings including Company name & logo, and your email domain will be indicated.

The logo will be visible when the Candidate is requested to enter his availability, and when printing the Interview Schedule.

If you're using Microsoft Exchange or Office 365, you can also set up the Exchange integration. This defines the way Reschedge connects to your Exchange account, where the calendar event will be created and how invitations to Interviewers will be sent.

There are four different ways Reschedge can connect with your Exchange server:

- 1. Each User enters their own exchange credentials
- 2. All work performed through a dedicated Reschedge mailbox
- 3. Each User grants "delegate access" to a dedicated Reschedge mailbox
- 4. Users are "impersonated" by a dedicated Reschedge mailbox

The connection type you choose will affect how Users enter their Exchange credentials in Reschedge. Learn more about the different connection methods in the Exchange and Office 365 integration

Each User enters their own exchange credentials

If this option is selected, each Reschedge User will have to enter the User's own Exchange credentials in order to integrate with the Exchange account. You will be able to enter your credentials in the Personal settings section

Dedicated mailbox/Delegation/Impersonation

Choosing one of these options will require entering the Exchange credentials at the account level, in the Account Settings page.

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After choosing the connection type, you will be required to enter your Exchange Email, User name, Password and Exchange Web Services (EWS) URL. If you don't know what your URL is, you can leave it blank and Reschedge will attempt to auto-detect it. Learn more about obtaining the EWS URL

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These settings will apply to all Users in your account, and each User won't need to enter the User's own Exchange credentials.

After entering your credentials, you can go to the Diagnostics page and test your connection. If the connection is unsuccessful, you can visit our troubleshooting page to learn more about common connectivity issues