Reschedge: Impersonation in Exchange and Office 365

Last Modified on 02/26/2019 10:58 am EST

If the Exchange or Office 365 integration was set to dedicated mailbox & impersonation, the Exchange Admin within your organization needs to enable impersonation for that mailbox.

Impersonation allows the dedicated mailbox to create calendar events on behalf of users.

Before completing these steps, make sure you've already created a dedicated mailbox for Reschedge.

After setting up impersonation rights, Users can visit the Diagnostics section and confirm that all the tests pass.

Setting up impersonation in Office 365

- 1. Sign in to Office 365 with your Office 365 admin account
- 2. Click on the 9-square menu button -> Security & Compliance



1. In the new tab, choose Permissions in the left navigation menu, and click on "go to the Exchange admin center" blue link



1. In the new window that opened, click on the '+' sign to add a new role group:

https://outlook.office365.com/ecp/UsersGroups/AdminRoleG	roups.slab?ActivityCorrelationID=a4002199-fe5f-ad81-6e16-0			
Role Groups → ✓ 茴 ℡ P ♂				
NAME	A			
Compliance Management	Compliance Management			
Discovery Management ExchangeServiceAdmins_cf0bb Help Desk HelpdeskAdmins_2428b Hygiene Management Organization Management Recipient Management Records Management RIM-MailboxAdmins0cc0f5b7157b41aa89bb0709807fb960 Security Administrator Security Reader TenantAdmins_244ed UM Management	This role group will allow a specified user, responsible for compliance, to properly configure and manage compliance settings within Exchange in accordance with their policy. Assigned Roles Audit Logs Compliance Admin Data Loss Prevention Information Rights Management Journaling Message Tracking Retention Management Transport Rules View-Only Audit Logs View-Only Configuration			
/iew-Only Organization Management	View-Only Recipients Members Managed By Organization Management			

A pop-up 'new role group' will open.

Fill in the required fields:

Name	Enter the name of the group, e.g. ' Reschedge '
Roles	Click on the '+' sign to open the Select a Role dialog box

DISPLAY NAME TeamMailboxLifecycleApplication Transport Hygiene Transport Rules UM Mailboxes UM Prompts Unified Messaging User Options User Options UserApplication View-Only Audit Logs View-Only Configuration View-Only Recipients	 View-Only Configuration This role enables administrators to view of the non-recipient Exchange configuration settings in an organization Examples of configuration that are viewable are server configuration, transport configuration, database configuration, and organization-wide configuration. This role can be combined with roles associated with the ViewOnlyRecipients role type to create a role group that can view every object in organization. 	all J
1 selected of 53 total		
add -> ApplicationImpersonation[remove]; Vie	ew-Only Configuration[remove];	

Select '**ApplicationImpersonation**'* and click add, then select '**ViewOnly-Configuration'**** and click add. When you're done, click OK.

***ApplicationImpersonation** management role enables applications to impersonate users in an organization to perform tasks on behalf of the user.

****ViewOnly-Configuration** management role enables administrators to view all the non-recipient Exchange configuration settings in an organization. Examples of configuration that are viewable are server configuration, transport configuration, database configuration, and organization-wide configuration.

Members Click on the '+' sign to open the Select Members dialog box

	- Google Chrome —	
https://outloo	k.office365.com/ecp/Pickers/SecurityPrincipalPicker.aspx?ActivityCorrelationID=a	400219
reschedge		
NAME	DISPLAY NAME	
Reschedge	Reschedge	
	1 selected of 1 total	
add ->	1 selected of 1 total	
add ->	1 selected of 1 total OK Car	ncel

group. Click add and then OK

After completing these steps, your new role group should look like the following:

🔹 Role Group - Google Chro	me		<u></u>		×
https://outlook.office3	65.com/ecp/Users	Groups/NewAdn	ninRoleGroup	p.aspx?/	Activit
new role group					
*Name:					
Reschedge					
Description:					
Write scope:					
Default		۲			
Roles:					
+ -					
NAME					
ApplicationImpersonation					
View-Only Configuration					
Members:					
+ -					
NAME	DISPLAY NAME				
Reschedge	Reschedge				-
					-
		Carrie		un a a	

The final step is to click on '**Save**' and your impersonation settings will be successfully configured.

Setting up impersonation in an on-premise Exchange server

Open the Exchange Management Shell and run:

> New-ManagementRoleAssignment -User -Role ApplicationImpersonation

i Note

Granting the impersonation role requires account customizations to be enabled. If you get an error that you must enable account customizations, simply run:

> Enable-OrganizationCustomization

i Note

If this command fails with "...operation is not available..." then customization is already enabled.