
Outlook

Overview

Outlook Product Integration integrates campusM with Microsoft Outlook, and allows users to read and send emails directly from campusM. In institutions where the Outlook Product Integration is configured, it is usually one of the most popular tiles on the Home Page.

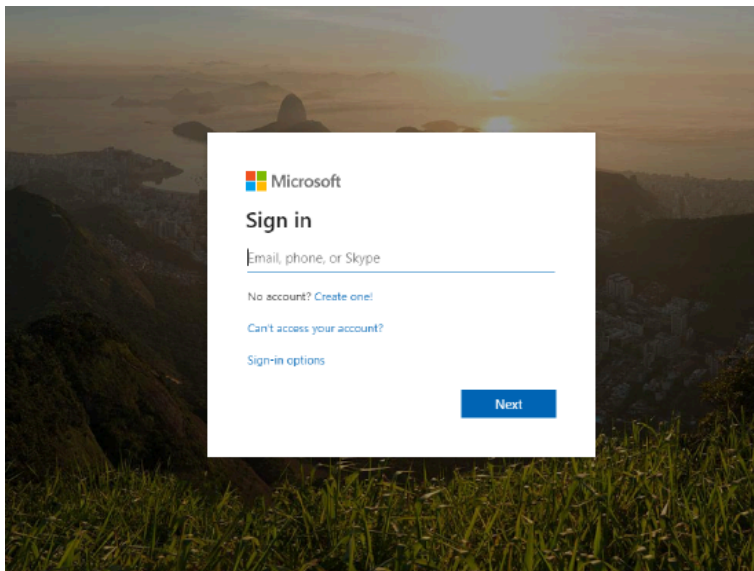
This Outlook Product Integration replaces Legacy Outlook Product Integration. Legacy Outlook Product Integration will be deprecated at the end of 2026.

User Experience

The following section describes aspects of the user experience.

Logging In to Microsoft

The first time a user selects the Outlook tile, the Microsoft login page appears:

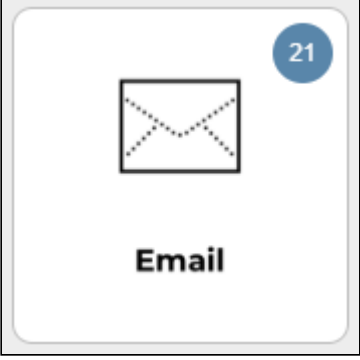
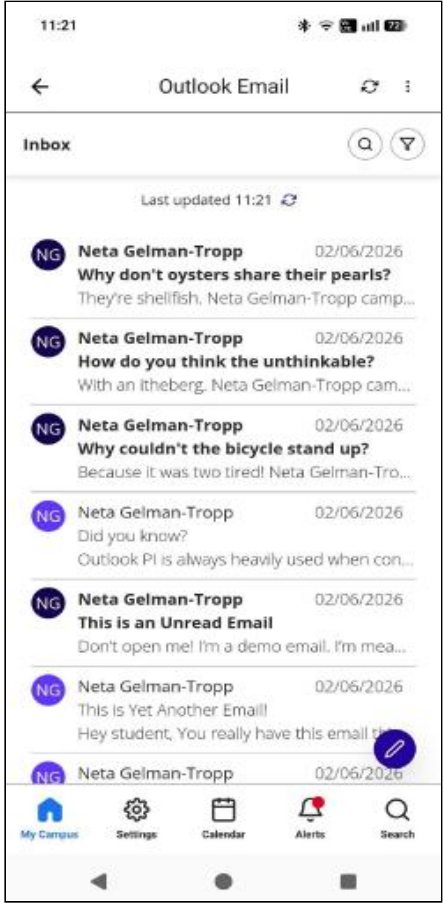
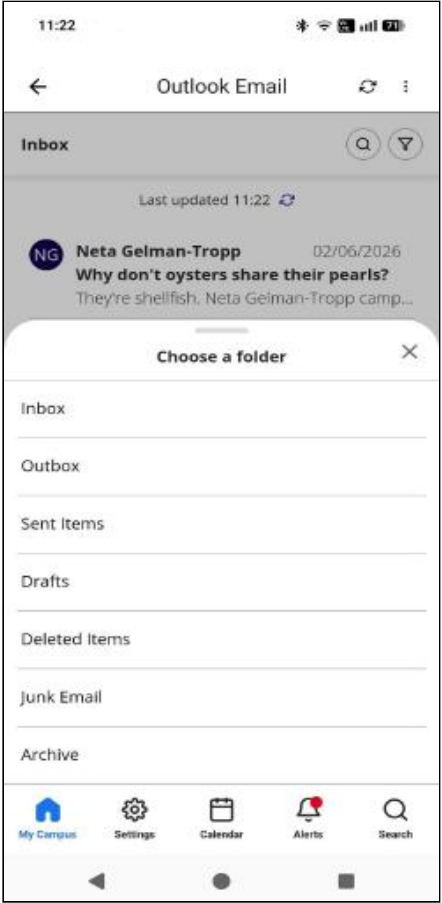


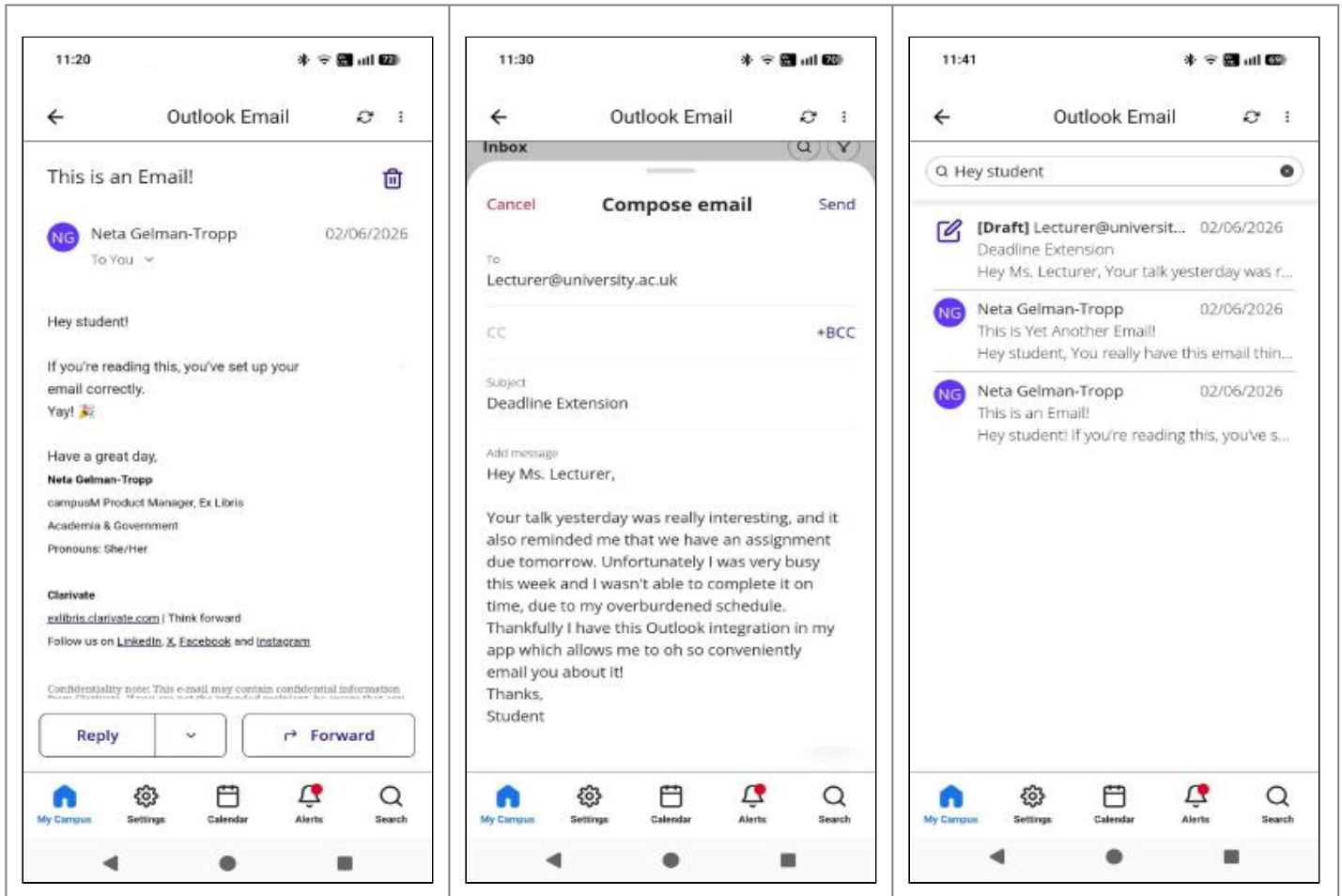
Microsoft Login Page

The user enters the institution's email address and password. After logging in, the user is redirected back to the Outlook main screen. There is no need to log in again to Microsoft if the user is still logged in to campusM.

Screenshots

The following is an overview of the Outlook product integration user interface for a reference when configuring it.

<p>The Live Tile indicates number of unread emails</p>	<p>After selecting the Outlook tile, the user's Inbox appears:</p>	<p>Select the filter icon to display the email boxes:</p>
 <p>The image shows a square live tile with a white background. In the top right corner, there is a blue circle containing the number '21'. Below this, there is a black envelope icon with a dashed outline. At the bottom of the tile, the word 'Email' is written in a bold, black, sans-serif font.</p>	 <p>The screenshot shows the Outlook Email app interface. At the top, the time is 11:21. Below the 'Outlook Email' header, there is an 'Inbox' section with a search icon and a filter icon. A list of emails is displayed, each with a sender profile picture (NG), a subject line, and a preview snippet. The first email is from Neta Gelman-Tropp with the subject 'Why don't oysters share their pearls?'. The bottom navigation bar includes icons for My Campus, Settings, Calendar, Alerts, and Search.</p>	 <p>The screenshot shows the Outlook Email app interface with a filter menu open. The time is 11:22. The filter menu is titled 'Choose a folder' and lists several folders: Inbox, Outbox, Sent Items, Drafts, Deleted Items, Junk Email, and Archive. The bottom navigation bar is the same as in the previous screenshot.</p>
<p>Select an email to open it:</p>	<p>Select Reply to reply to the sender:</p>	<p>Search for emails by entering keywords into the search bar:</p>



Live Tile

Once the user has logged into the Outlook Product Integration, if the Live Tile is enabled and configured on the Home Page, they will see a counter badge on the tile, with the number of their unread emails.

When the end-user selects the Outlook Live Tile, the behavior depends on the ActionURL configured for the Tile in App Builder. Configure the Outlook Product Integration URL to open the integration inside the app, or a URL to the Outlook app (see [Working with App URLs](#)), or Outlook web app. If no ActionURL is configured, selecting the tile has no effect.

For more information, see [Configuring Live Tile Linking](#).

Technical Overview

The following section describes technical information for the Outlook product integration.

Prerequisites

The following are the prerequisites for the Outlook product integration:

- Configure an OAuth Integration Profile (**App Manager > App Settings > Integration Profile**). For more information, see [OAuth Integration Profile Configuration](#).

- Configure a redirect URI in the Azure settings > Authentication section. The Redirect URI should be the following: <App URL>/cmauth/oauth/callback.
For example: <https://university.campusm.exlibrisgroup.com/cmauth/oauth/callback>
- Verify on the Azure side that permissions that are updated in campusM (see OAuth Scope in the [Configuration](#) section) are configured in Azure as well (Azure settings > API Permissions section).
- Configure Microsoft Graph API permissions. For more information, see [Microsoft Graph API Permissions and campusM Product Integrations](#).

Authentication

The following is the authentication workflow:

1. campusM sends Integration Profile information to Microsoft Login API.
2. Microsoft send a response with user's access token.
3. campusM sends the access token to Microsoft Graph API to get all relevant data for the logged in user.

When a customer implements this Product Integration with a Live Tile that takes the user out of campusM and opens Outlook in an external browser, campusM can only log the user out of the Outlook session if **Single Log Out (SLO)** is **enabled** in the customer's Identity Provider (IDP) and configured in campusM. If SLO is not enabled in this way, and a device is shared by multiple users, there is a risk that a campusM user may see the email account of the previous user rather than their own email in the browser. This can occur when user *A* selects the Outlook tile, reviews their email, and doesn't log out of the Outlook tab, and then user *B* logs into campusM from the same device, and selects their Outlook tile in campusM.

Enabling Single Log Out means that when a user logs out of campusM, a logout is initiated across all the users' sessions on all devices, which prevents sessions from overlapping on shared devices.

For further information on managing token-based authentication and Integration Profiles, see [Configuring Integration Profiles](#).

Configuration

To configure the Outlook Product Integration, first configure an authentication integration profile (subtype OAuth) that you then select in the Product Integration configuration section.

OAuth Integration Profile Configuration

You add and edit integration profiles from **App Settings > Integration Profile > Add Integration Profile**.

The following table describes the configuration options available on this page. You can find most of the information in your Azure portal; under App registrations, Endpoints and Certificate and Secrets sections.

Configuration Option	Description
Type	Authentication

Configuration Option	Description
Subtype	OAuth
OAuth Client ID	The Application ID that the registration portal assigned your app.
OAuth Client Secret	The application secret that you generated for your app in the app registration portal
Authorization Endpoint	<code>https://login.microsoftonline.com/{tenant}/oauth2/v2.0/authorize</code>
Access Token Endpoint	<code>https://login.microsoftonline.com/{tenant}/oauth2/v2.0/token</code>
Token Endpoint Auth	Post
OAuth Scope	<p>A space-separated list of the Microsoft Graph permissions to which you want the user to consent. This can also include OpenID scopes. You need to have at least the following scopes: <code>offline_access user.read mail.read mail.send Mail.ReadWrite</code></p> <p>If you are using OpenID scopes, the following scopes are recommended for Outlook: <code>openid profile email</code></p>
Logout URL	<code>https://login.microsoftonline.com/{tenant}/oauth2/logout?client_id={OAuth Client ID}&post_logout_redirect_uri={logout url}</code>
Extract OAuth Tokens	True
Username Mapping	<code>unique_name</code>
Mail Mapping	<code>upn</code>
First Name Mapping	<code>given_name</code>
Last Name Mapping	<code>family_name</code>

Product Integration Configuration

To configure the Outlook product integration:

1. Select **Product Integrations > Add Product Integration**.
2. Select **Email**. A pop-up appears.
3. Select **Outlook**. The following page appears:

App Manager Product Integrations Outlook

Manage Integration

Enable Product Integration
Check this box to enable Outlook

Product Integration Description*
Description for this Outlook instance

Screen Title
Appears in top header
Default: 'Outlook'

Connection
Choose your Office365 Integration Profile.

Integration Profile*
Search...

Look and Feel

Main Color
Default: '#1A73E8'

Live Tile

Badge Color
Default: '#E20020'

Save
Save and continue editing

Configuring Outlook

The following table describes the configuration options available on this page.

Configuration Option	Description	Default value
Manage Integration		
Enable Product Integration	Select to enable the product integration on the user's campusM app.	
Product Integration Description	A description of the product integration for internal use	
Screen Title	The title that appears in the top header of the service	
Connection		
Integration Profile	The integration profile campusM uses to integrate with Outlook. See the Authentications section above for more information.	
Look and Feel		
Main Color	Select a color for the main elements on the page	
Live Tile		
Badge Color	The color of the badge indicator	

Configuration Option	Description	Default value
Update Rate	Enter the frequency of updates to the unread count (in minutes)	
Text / Labels		
Login heading label		'Redirecting'
Login message label		This page should automatically redirect you to the login screen. Click the button below to go there now.
Login button label		Login
Retry button label		Retry
No messages label	The text that appears when fetching an empty folder. Use <code>{{foldername}}</code> to refer to folder's name.	The <code>{{foldername}}</code> folder appears to be empty.
Load more label		Load more
Last updated label		Last updated
Sync accessibility label	The text for used for screen readers for the Sync button label.	Sync
Error message label	The text for used for screen readers for the error message.	Oops! Something went wrong.
Close accessibility label	The text for used for screen readers for the Close button label.	Close
Back accessibility label	The text for used for screen readers for the Back button label.	Back
Filter accessibility label	The text for used for screen readers for the Filter button label.	Filter
Search accessibility label	The text for used for screen readers for the Search button label.	Search
No recipients label	Displays when a draft has no recipients.	no recipients
No subject label	Displays when an email has no subject.	no subject
Delete email confirmation label		Delete this email?
Confirm deletion label		Delete
Cancel label		Cancel

Configuration Option	Description	Default value
Email deleted label		Email deleted
Draft label		Draft
Save draft confirmation label		Save Draft
Keep editing label		Keep editing
Save draft confirmation		Save
Discard draft confirmation		Discard
Draft saved label		Draft saved
Choose a folder label		Choose a folder
Apply label		Apply
No matches found label		No matches found
Compose email label		Compose email
To label		To
You label		You
Show more accessibility label		Show more
From label		From
CC label		CC
BCC label		BCC
Subject label		Subject
Add message label		Add message
Send label		Send
Invalid email error label		Invalid email address
Email sent confirmation		Email sent

Configuration Option	Description	Default value
Attachments label		Attachments
Reply label		Reply
Reply all label		Reply all
Open reply options accessibility label		Open reply options
Forward label		Forward
<p>Import/Export Configuration</p> <p>You can configure product integration and then export it to another campusM environment, for example, from sandbox to production or from preview to production.</p>		
Export	Create a JSON file with all product integration configuration	
Import	Use this option in order to load configuration from JSON of an exported product integration	