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I've seen some older topics on this, but since Office 365 underwent a major update, and most Ricoh printers now support SSL/TLS, all the solutions seem to be outdated.

We have several Ricoh printers that we use scan-to-email functionality on. I can't seem to get it configure correctly though. Here's an example of what I've done on a Ricoh Aficio MP C2051

I have created an account in Office 365 called email@mydomain.com. I've assigned it a license and I can log into that account's OWA, so I know the password is good.

In the Ricoh printer configuration, I have specified the following:

SMTP Server Name: smtp.office365.com

SMTP Port No.: 587

SMTP Authentication: On

SMTP Auth. Email Address: email@mydomain.com

SMTP Auth. User Name: email@mydomain.com

SMTP Auth. Password: ***** (It's the correct password)

SMTP Auth Encryption: Auto-Select

Additionally, the Ricoh printers require you to specify a sender when you scan-to-email. In the sender information, I have the following:

SMTP Authentication: Enabled

SMTP User Name: email@mydomain.com

SMTP Password: ***** (It's the correct password)

