Jira - Setup Email Channel for OAuth 2.0

In response to Google and Microsoft planning to deprecate Basic Authentication, Atlassian is adding three-legged OAuth 2.0 authentication methods for incoming email. If you currently use email to create issues and issue comments, you will need to reconfigure your incoming mail settings.

You will want to have your username and password handy.

Step-by-step guide

1. Open Jira and navigate to your Service Desk project.
2. Go to Project settings > Email requests. There can only be one email channel for a project, so you should see the details of your current channel.
3. Change the authentication method to the "WSU OAuth".
   a. In Jira Test select "WSU OAuth Jira Test".
4. Leave the Email protocol alone and set to "SECURE IMAP".
5. For request type select the one created specifically for Email Requests (Set up a suitable request type with Summary and Description as required, visible fields. Any other fields must be optional.).
6. Click Update to save the changes.
7. Log in to your email account via OKTA pop up. Unlike for basic authentication, it can’t just be any email address. It must belong to a domain that was configured in the OAuth 2.0 integration.
8. Once authorized, you will see a GREEN success message about the channel being enabled. Your customers should now be able to create their requests via email.

The final result should look very similar to the below snapshot -

Once Google and Microsoft disable Basic Authentication, you will not be able to create issues and comments from email and your connection to the Gmail and/or Microsoft Exchange Online server will no longer be operational.