

MFS Connect — Installation Guide

Oct 12, 2026 · @StackPros

Overview & what you'll need

MFS Connect puts FreeScout inside Microsoft Teams as a native tab. Agents open it like any other Teams app and sign in automatically using the Microsoft 365 identity they already have open — no separate FreeScout password, ever.

This works without any Azure Portal involvement on your side. Managed FreeScout owns a single, multi-tenant Azure app registration that serves every customer — your Microsoft 365 tenant is matched to your FreeScout install once, with a one-time connection code. Your Teams admin never registers an app, verifies a domain, or opens Entra ID.

Before you start, you'll need:

- A self-hosted FreeScout installation on `https://`, with Manage → Modules access
- FreeScout 1.8.101 or newer. On Apache or LiteSpeed the module sets the header that lets Teams and Outlook show FreeScout; on nginx your admin adds it once: `Content-Security-Policy: frame-ancestors 'self' https://teams.microsoft.com https://*.teams.microsoft.com https://*.skype.com https://*.cloud.microsoft https://*.microsoft365.com https://*.office.com https://outlook.office.com https://outlook.office365.com https://outlook-sdf.office.com https://outlook-sdf.office365.com`
- An active MFS Connect license (Part 1 covers ordering one)
- Someone with the Teams Administrator or Global Administrator role in your Microsoft 365 tenant — needed for Parts 2 and 4
- About 15–20 minutes, most of it waiting on Microsoft's own propagation delays rather than active work

What this guide will *not* ask you to do: open `portal.azure.com`, register an app, or verify a domain in Entra ID. If a step ever seems to require that, stop and contact `support@managedfreescout.com` — something's gone off-script.

Part 1 — Order the license & configure the module

1. Order an MFS Connect license at managedfreescout.com. Your **License Key** is in the confirmation email you receive after ordering. That email also has the link to your customer account, where you manage your subscription, number of users and license keys. The key is the only thing you will ever paste.

2. Download the module zip and unzip it into your FreeScout installation's Modules/ folder (with FTP, SSH or your hosting control panel's file manager), so the files land in Modules/MSTeamsFS/. Then go to Manage → Modules and click Activate. FreeScout's Modules page has no upload button for modules from outside its own module store, so this first installation is done on the server; later updates appear on Manage → Modules with an Update now button.
3. Nothing to do for the sign-in cookie: since version 1.9.4, MFS Connect keeps FreeScout's sign-in working inside Teams by itself (on https it sets FreeScout's session cookie to SameSite=None and Secure, which browsers require inside Teams). Only if **Settings → MFS Connect** shows a yellow warning, for example because FreeScout does not run on https, add `SESSION_SECURE_COOKIE=true` and `SESSION_SAME_SITE=none` to FreeScout's `.env` file and clear the cache under **Manage → System → Tools → Clear Cache**.
4. Go to **Settings → MFS Connect** in FreeScout and fill in these settings (the last two are optional):
 - **License Key** — paste it and click **Activate License**. This also registers your FreeScout with Managed FreeScout: the Backend Secret field then shows **Set ✓** by itself. You never need to see, copy or store that secret. Once active, this screen also shows a live "Seats: X of Y used" counter.
 - **Allowed Domains** (optional) — a comma-separated list of email domains permitted to sign in via Teams SSO (e.g. `yourcompany.nl`). Leave it blank to allow anyone who successfully authenticates through your Microsoft 365 tenant; only worth setting if your tenant includes guest or external accounts you don't want signing into FreeScout this way.
 - **User Creation** (optional) — tick **Create Users** to create a FreeScout account automatically the first time someone signs in through Teams, and choose which mailboxes new users get. New users always get the role User, never Admin. This needs Allowed Domains to be filled in. Without it, every agent needs an existing FreeScout account with the same email address as their Microsoft account.
5. That's it for this part — there's no Azure ID, tenant ID, client ID or secret to enter anywhere. A **Microsoft 365 connection** panel now says "Step 2 of 2": you link your Microsoft 365 organisation once, in Part 3, after the Teams app is added.



Mailbox

Manage ▾

Settings

General

Mail Settings

Alerts

MFS Essentials

MFS Print

MFS Connect

MFS Connect

MFS Connect — Your FreeScout helpdesk inside Microsoft Teams

License

✓ License is active.

Seats: 4 of 4 used

Refresh

License Key

XXXX-XXXX-XXXX-XXXX

Enter the license key from your ManagedFreeScout account and click Activate License. The first activation also registers this FreeScout with ManagedFreeScout.

By using this module you agree to our [Software License Terms](#).

Activate License

Deactivate License

Microsoft 365 connection

✓ Connected. Agents can sign in from the MFS Connect app.

Settings

Backend Secret

✓ Set — filled in automatically, you never need to see or copy it. [Replace](#)

Allowed Domains

stackpros.io

Comma-separated list of email domains allowed to log in via Teams SSO. Leave blank to allow all authenticated users. Required for automatic user creation below.

User Creation

Active — new users from stackpros.io get an account on their first Teams sign-in, with access to: Demo MF

Create Users

☒ Automatically create a FreeScout user on their first Teams sign-in

Off by default. New users always get the role User (never Administrator) and access to the mailboxes ticked below. Administrators receive an email for every user created this way. Disabled or deleted users are never re-created.

New users get access to

☒ Demo MF (demo@managedfreescout.com)

Mailboxes a user created on first Teams sign-in can access. Change individual users afterwards in their profile.

Additional allowed embedders

https://helpcenter.example.com

Websites, besides Microsoft Teams, that may show FreeScout inside a frame. One per line, e.g. https://helpcenter.example.com or https://*.example.com. MFS Connect writes these into the Content-Security-Policy block it manages in .htaccess, so do not edit that block by hand.

Save

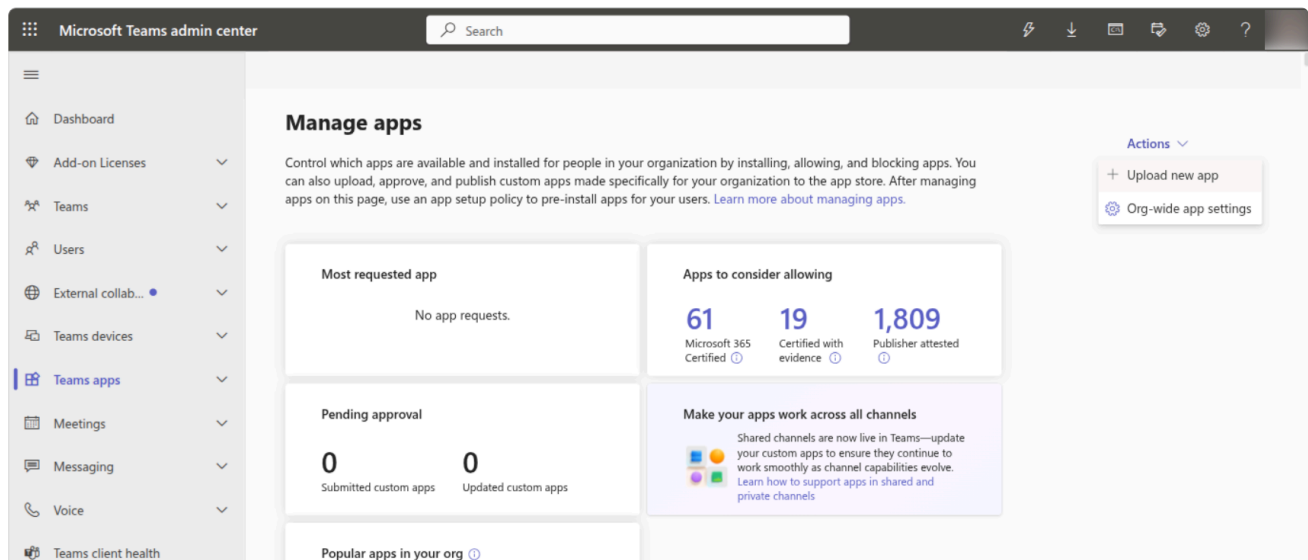
© 2018-2026 FreeScout — Free open source help desk & shared mailbox

1.8.245

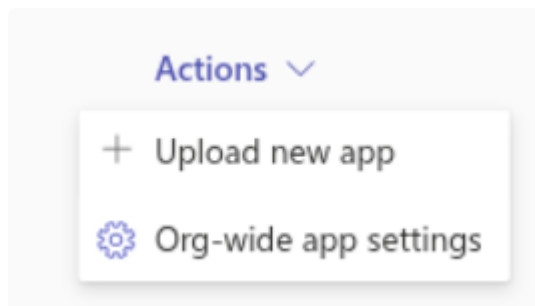
Part 2 — Add the Teams app to your organization

MFS Connect isn't yet listed in the Microsoft Teams app store (submission is in progress), so for now your Teams admin sideloads it directly — a few clicks, no store review or waiting involved.

1. Download the Teams app package, **MFS Connect** (a small .zip), from the Downloads block of the [MFS Connect help center page](#), or directly: [mfs-connect-teams-app.zip](#). If you can't get it, ask support@managedfreescout.com.
2. Go to the [Teams Admin Center](#) → **Teams apps** → **Manage apps**.



3. Click **Actions** → **Upload new app**, and select the zip.



4. Open the app's entry → **Permissions** tab and review the two requests: **User.Read** (delegated — lets Teams vouch for the agent's identity at sign-in) and **TeamsActivity.Send.User** (an application-level, resource-specific permission — lets MFS Connect post the toast/bell/Activity Feed notification when a ticket is assigned, replied to, or gets a note). Neither grants mailbox, calendar, or file access.

Manage apps \ MFS Connect

MFS Connect

StackPros



Supported on 

Published version 1.3.1

New version
[Upload file](#)

Installed for
No one

Available to
1 user

By using this app, you and your users agree to the [Privacy policy](#) and [Terms of use](#).

About Users and groups User requests **Permissions** Plans and pricing Security and compliance Evaluation

Required permissions

Review the required permissions for this app and grant admin consent for your org. When you grant consent for delegated permissions, this app can act on a user's behalf when they're signed in. Application permissions allow this app to access the relevant info and act without a user present. [Learn more about the permissions and admin consent.](#)

 Admin consent has been granted for some required permissions.

2 items

Claim value	Name	Access	Privilege Level	Type
User.Read	Sign in and read user profile	Delegated	--	Entra ID
TeamsActivity.Send.User	Send activity feed notifications to this us...	Application	--	Resource sp...

5. Click **Grant admin consent** to approve both. This is the one and only “permissions” moment in this whole setup — two narrowly-scoped permissions, not an Azure app registration.

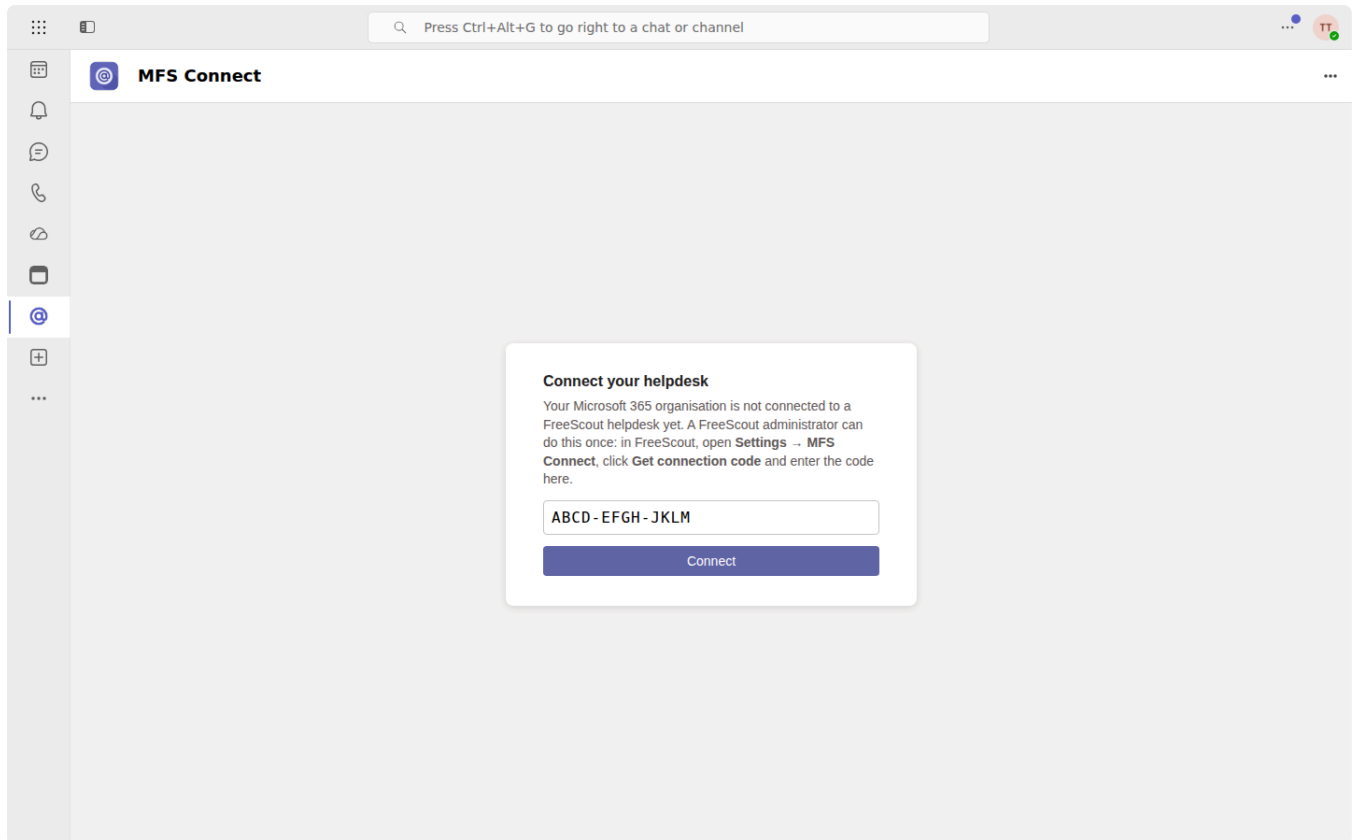
Still not required: a domain to verify, a client ID to copy anywhere, or an Entra ID app registration screen. Managed FreeScout handles all of that centrally, once, for every customer.

Part 3 — Connect your Microsoft 365 organisation (once)

This links your Microsoft 365 organisation to your FreeScout. It takes a minute and is never needed again.

1. In FreeScout, go to **Settings** → **MFS Connect** and click **Get connection code** in the **Microsoft 365 connection** panel. The code looks like `ABCD-EFGH-JKLM` and works once, within 24 hours.

2. In Microsoft Teams, open the **MFS Connect** app (you, right after Part 2, or any colleague). The first time, it shows **Connect your helpdesk**: enter the code and click **Connect**.
3. Teams signs you straight in. Back in FreeScout the panel now says **Connected**, and everyone in your organisation can sign in from Teams.



Share the code only with colleagues in your own organisation: whoever enters it links their Microsoft 365 organisation to your FreeScout. Personal Microsoft accounts (such as outlook.com) can't connect a helpdesk.

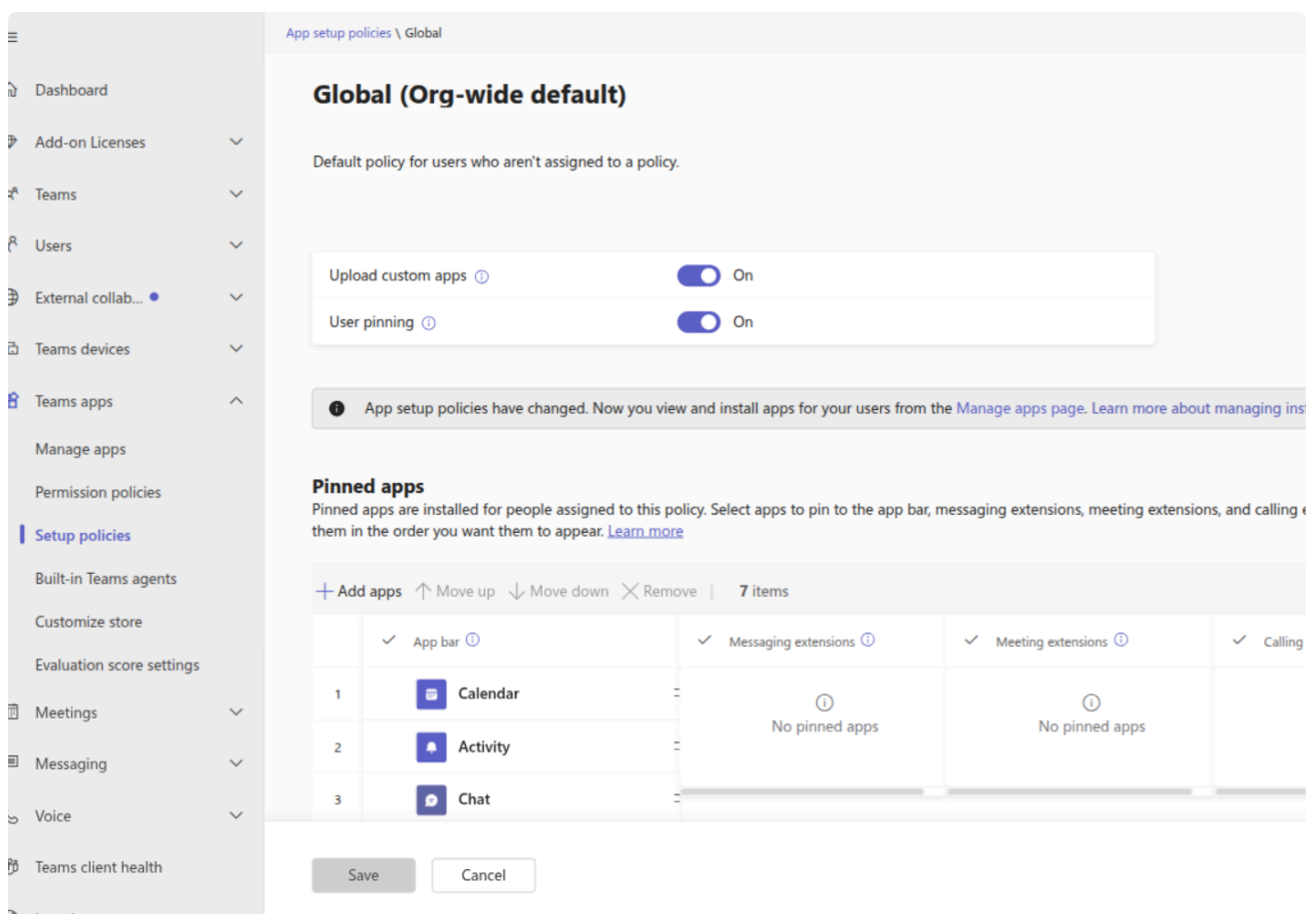
Part 4 — Roll it out to your agents

MFS Connect needs to be installed in **personal scope** for each agent — not just pinned as a channel tab — for sign-in and Teams notifications (toast, bell, Activity Feed) to work fully. Setup policies handle this for everyone at once, rather than each agent adding the app themselves.

1. Installation and pinning are handled in two separate places in the current Teams Admin Center — an older version combined them both under Setup policies, which is no longer how it works.
2. **Confirm the install target first.** Go to **Teams apps** → **Manage apps**, search for **MFS Connect**, open it, and check the **About** tab. It should show **Installed for: Everyone**, **Available to: Everyone (org-wide default)**, and — this is the important one — **Scope:**

Personal. Personal scope is what's required both for sign-in and for Activity Feed notifications to work. If it already shows this (it usually will, right after sideloading), there's nothing further to do here.

3. Want it limited to just your support team instead of the whole org? Use the **Users and groups** tab on that same app page — that's where install targeting actually lives now, not Setup policies.
4. **Pinning is separate, and purely cosmetic.** Go to **Teams apps → Setup policies**, open your Global policy (or a custom one scoped to your support team), and add MFS Connect under **Pinned apps**. This only controls whether the app shows by default in every agent's app bar without them searching for it first — it has no effect on whether sign-in or notifications actually work. Skip it if you're fine with agents finding and pinning it themselves.



Give it time. Microsoft's own policy propagation can take anywhere from a few minutes to a few hours to reach every agent, and noticeably longer to reach mobile Teams clients. That delay is normal and outside anyone's control on either side — no need to re-check settings if the app doesn't appear right away.

Part 5 — Post conversations to Teams channels (optional)

Since version 1.10.0, MFS Connect can post a mailbox's conversations as cards into a Teams channel, so a team sees new tickets without opening FreeScout. It is included in your MFS Connect subscription.

1. **Add MFS Connect to the team.** In Teams, open **Apps**, find **MFS Connect** and choose **Add to a team** (Teams may call this **Select a channel**; the app is still added to the whole team). Pick the team. A team owner approves the request to read the team's settings; MFS Connect only uses that to warn you about public teams.
2. **Open the mailbox's Teams settings.** In FreeScout, open the mailbox, then **Mailbox settings** → **Teams**. Admins and users who may change the mailbox's settings see this page.
3. **Choose the channel.** Switch **Post to Teams** on and pick the channel. A team or channel you just added is missing? Click **Refresh channels**.
4. **Choose when to post:** when a new conversation arrives, when the customer replies, or both.
5. **Choose the card.** **Minimal** shows the conversation number and a link, **Standard** adds subject, status, mailbox and assignee, **Full** adds the customer, tags, custom fields and an excerpt of the message. Adjust single fields if you like; the preview shows the result. Everyone in the channel sees these fields. Attachments and full messages are never sent to Teams.
6. Click **Save**.

What happens next. A new conversation becomes a card in the channel. A customer reply appears as a reply in that card's thread. When someone changes the status or the assignee, the same card is updated instead of a new one being posted. **Open in FreeScout** opens the conversation in the MFS Connect tab inside Teams; **Open in browser** opens it in a browser tab.

More conditions. With the FreeScout Workflows module, use the action **Post to Teams channel**: choose the card and the channel, and let the workflow's conditions decide when it posts. When a workflow and the mailbox setting post the same event to the same channel, the card is posted once.

Good to know about channels:

- MFS Connect posts in standard channels. Private and shared channels are not offered: Teams does not allow apps there yet.
- A channel in a public team is marked (**public team**): anyone in your organisation can join that team and see the cards.

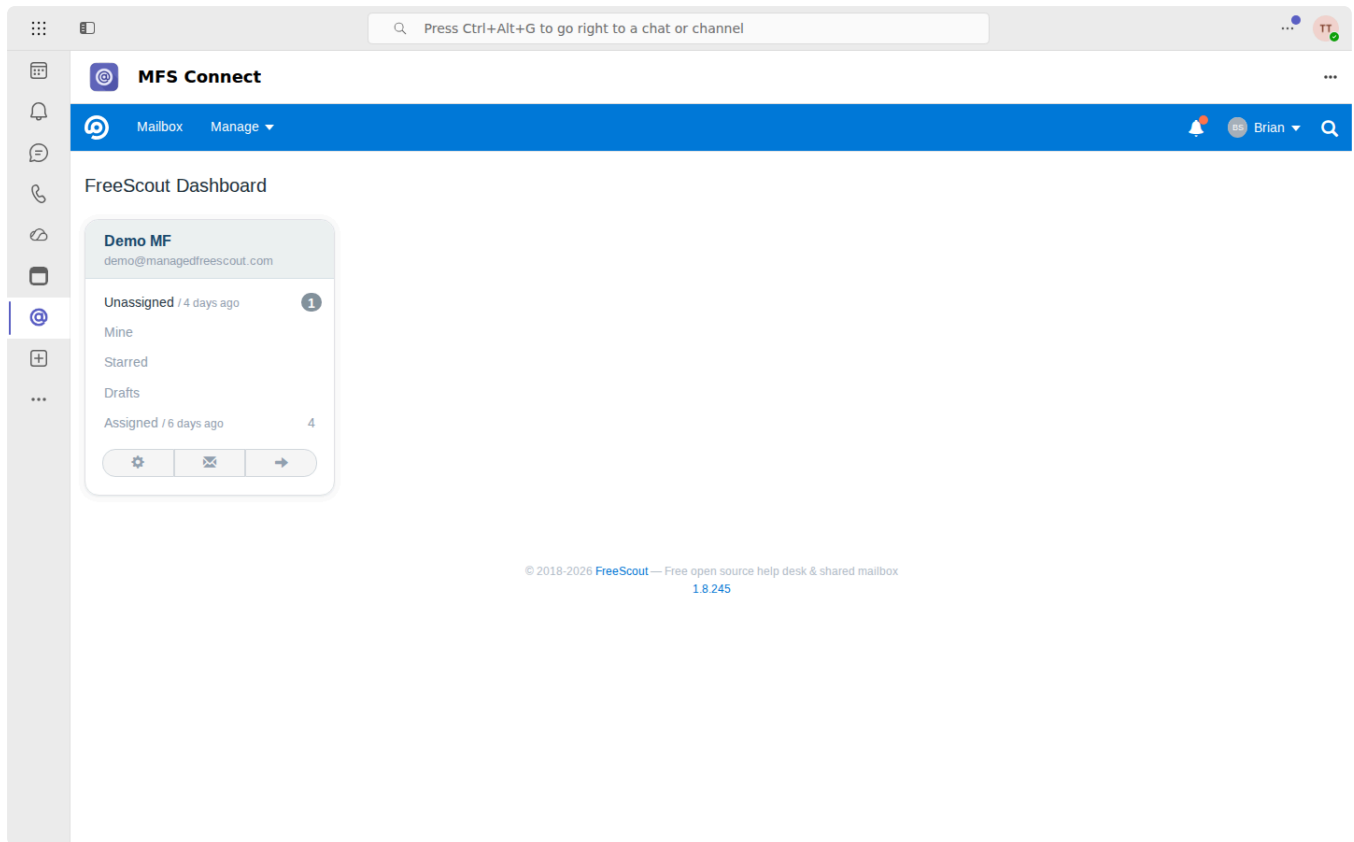
- If a channel stops accepting posts (deleted, archived, or the app was removed from the team), the mailbox's Teams page shows a warning and FreeScout's admins get an alert e-mail, at most once a day per channel. Choose another channel to continue.

Good to know

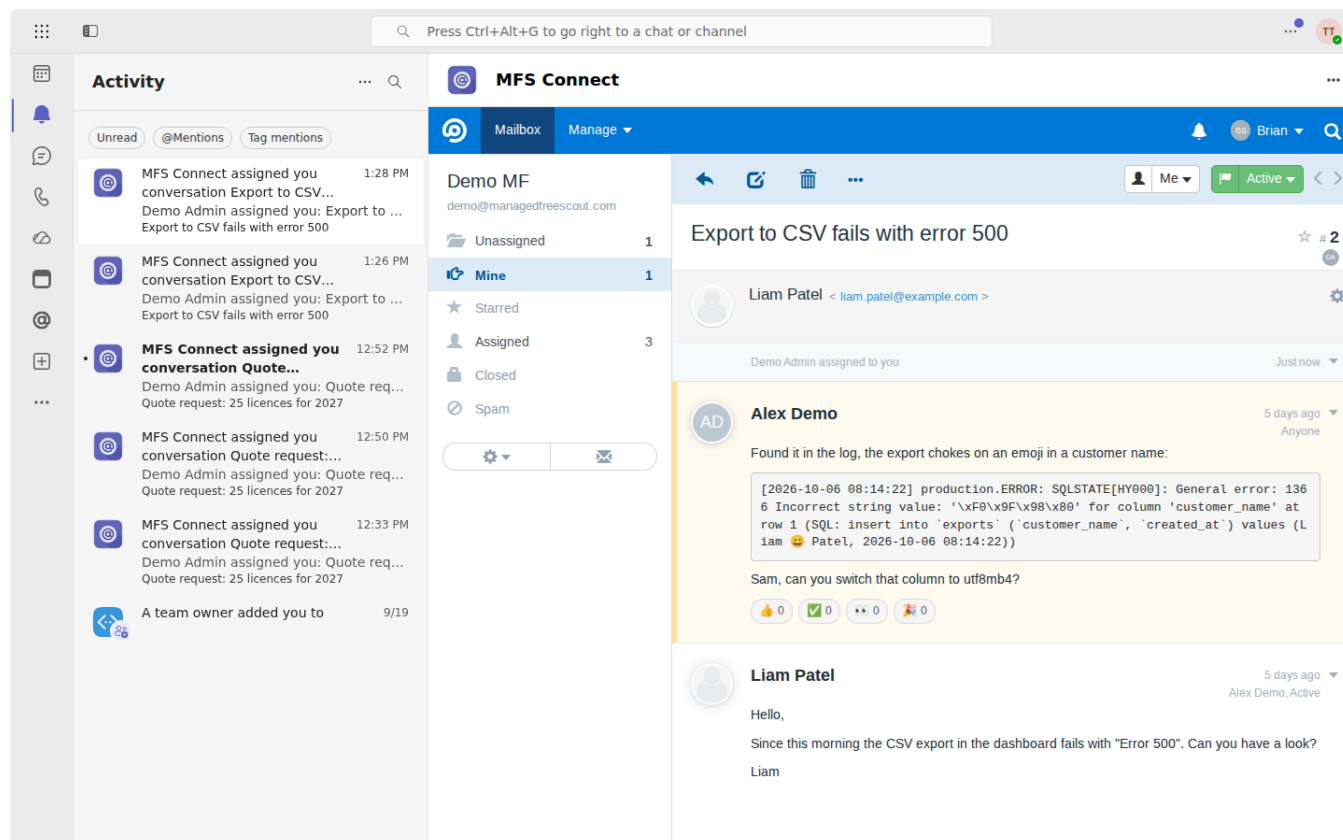
- **Also in Outlook and the Microsoft 365 app.** Once the app is added in Teams, agents also find FreeScout under **Apps** in Outlook (web and desktop) and the Microsoft 365 app, with the same automatic sign-in.
- **Seats.** Each person who signs in through Teams takes one seat of your license, and keeps it until it is freed. When all seats are taken, new people see "No more license seats are available". To free the seat of a colleague who no longer uses MFS Connect, go to your customer account (the link is in the email you receive after ordering), open Subscriptions → Show users and click Free. If that colleague signs in again later, they take a seat again when one is free.
- **Adding or removing users.** Change the number of users in your customer account (the link is in the email you receive after ordering) under Subscriptions → Seats → Update. You see the new price before you confirm. More users apply right away; the added users for the rest of the current billing period are charged pro rata with your next regular payment. Fewer users apply from your next renewal date, with no refund for the current period. The number can't go below the number of users included in your plan.
- **License checks.** FreeScout re-checks your license every 6 hours through the Managed FreeScout hub. If the hub can't be reached, the last known status stays valid for up to 14 days, so a short outage never locks your agents out.
- **One identity per account.** After the first Teams sign-in, a FreeScout account is tied to that Microsoft account. Disabled FreeScout users are always refused.
- **No Log out inside Teams.** Inside Teams, Outlook and the Microsoft 365 app, sign-in is handled by Microsoft, so FreeScout's Log out item is hidden there (since 1.9.6). Agents sign out of Teams itself. In a normal browser, FreeScout's Log out works as usual.
- **One license, one FreeScout.** Activating a license ties it to that FreeScout address. Moving to a new address, or starting over after the Backend Secret was lost, goes through support.
- **Upgrading from 1.6.x.** Since 1.7.0 the module needs no `invalse` settings in FreeScout's `.env`: any `MSTEAMSFS_INVALSE_*` lines can be removed.
- **Upgrading from 1.7.x.** Nothing to do: an existing install keeps its Backend Secret and its connection, and Teams keeps working as before.

Verifying it works, and troubleshooting

For each agent: open Teams (desktop, web, or mobile) → click the FreeScout tab → land straight on your mailbox, no password prompt. That's the whole experience. Confirmed working today on Teams desktop, web, and mobile.



Notifications. When a conversation is assigned to an agent, or a customer or colleague replies to it, MFS Connect posts it to that agent's Teams activity feed, with a pop-up. Clicking the notification opens the conversation inside MFS Connect.



If sign-in doesn't work:

- **Teams shows "Connect your helpdesk"** — your organisation isn't connected yet: do Part 3. "This code is not valid or has expired" means get a new code in FreeScout.
- **Activate License says the key or address is already registered** — a license works for one FreeScout address. To move to a new address or reinstall from scratch, contact support.
- **Teams shows the normal FreeScout login screen** — the browser dropped FreeScout's session cookie inside Teams. Update MFS Connect to version 1.9.4 or newer, which fixes this by itself on https, then close and reopen the Teams tab. Still happening? **Settings → MFS Connect** then shows a yellow warning that says what to change (see Part 1, step 3).
- **Only in a private (InPrivate/Incognito) window: the login screen or "refused to connect"** — private windows, and browsers set to block third-party cookies, stop FreeScout's sign-in inside Teams on the web. Use the Teams desktop or mobile app or a normal browser window, or allow cookies for your FreeScout address in the browser's settings.
- **"Access denied" or a blank tab** — most likely no FreeScout account matches that Microsoft account (or it is linked to a different one), or your license/seat count is exhausted. MFS Connect is fail-closed by design: if it can't verify your license or the signed handoff token, it denies access rather than guessing.

- **"Your organization's MFS Connect license is not active"** — the license is suspended, expired or not linked to your install. Renew it in your customer account (the link is in the email you receive after ordering), or contact support, then reload the Teams tab.
- **Works on desktop but not on web (browser)** — ask your Teams admin to confirm nothing on your network blocks Microsoft's `*.cloud.microsoft` domain. This is a known Teams-web-specific requirement, unrelated to your FreeScout install.
- **Doesn't show up on mobile yet** — see the propagation note in Part 4; mobile is consistently the slowest surface to catch up.
- **Seat limit reached** — current usage shows on **Settings → MFS Connect** in FreeScout as "X of Y seats used." Free up a seat (see Seats under Good to know), or add users in your customer account (see Adding or removing users).

Anything not covered here: support@managedfreescout.com.