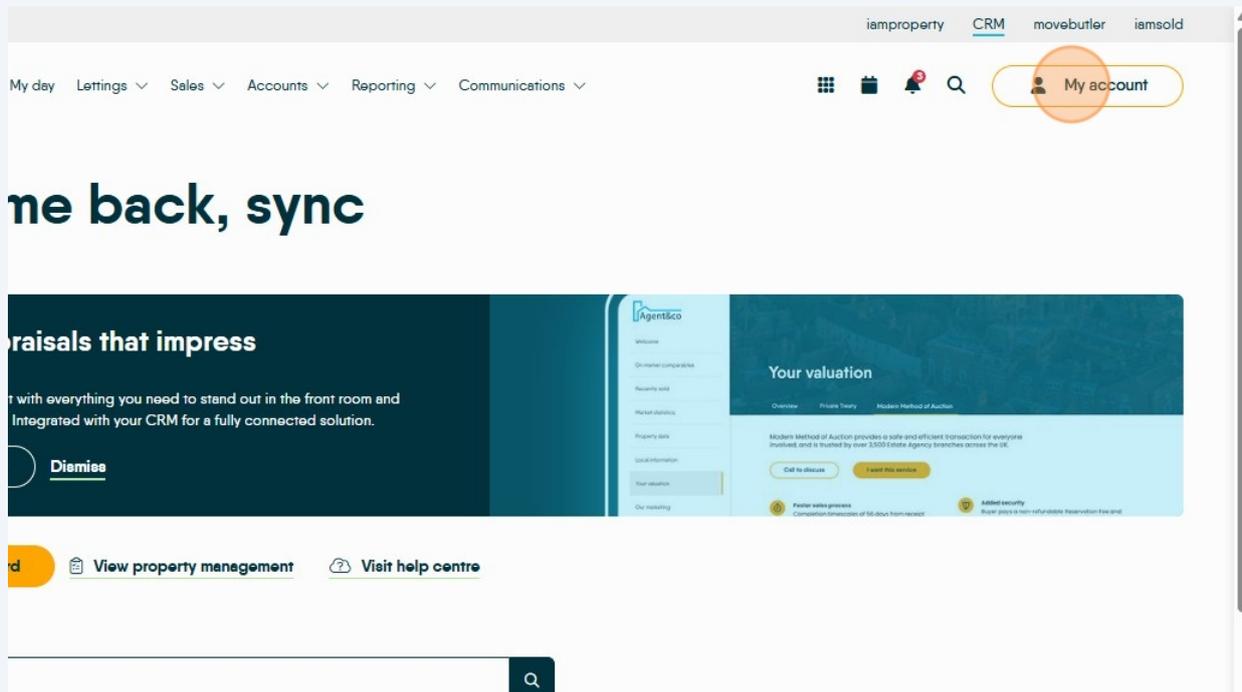


Setting Up and Testing SMTP

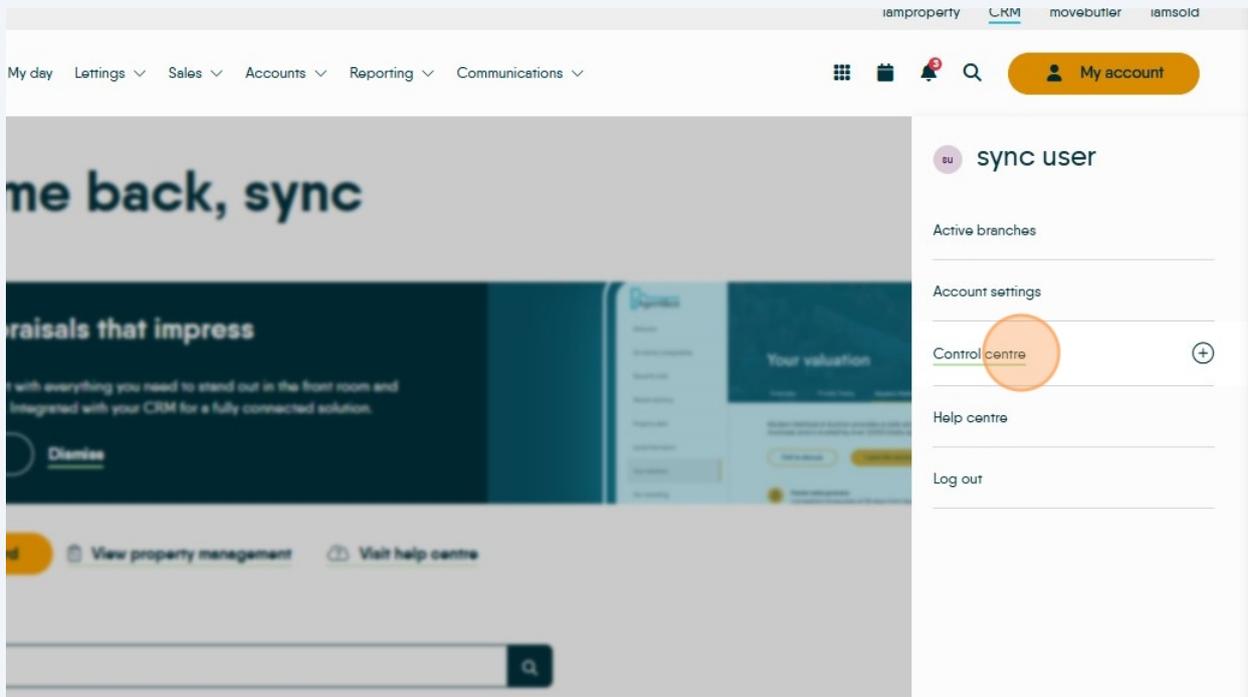


This guide provides a straightforward process for setting up and testing SMTP, ensuring your email communications are configured correctly.

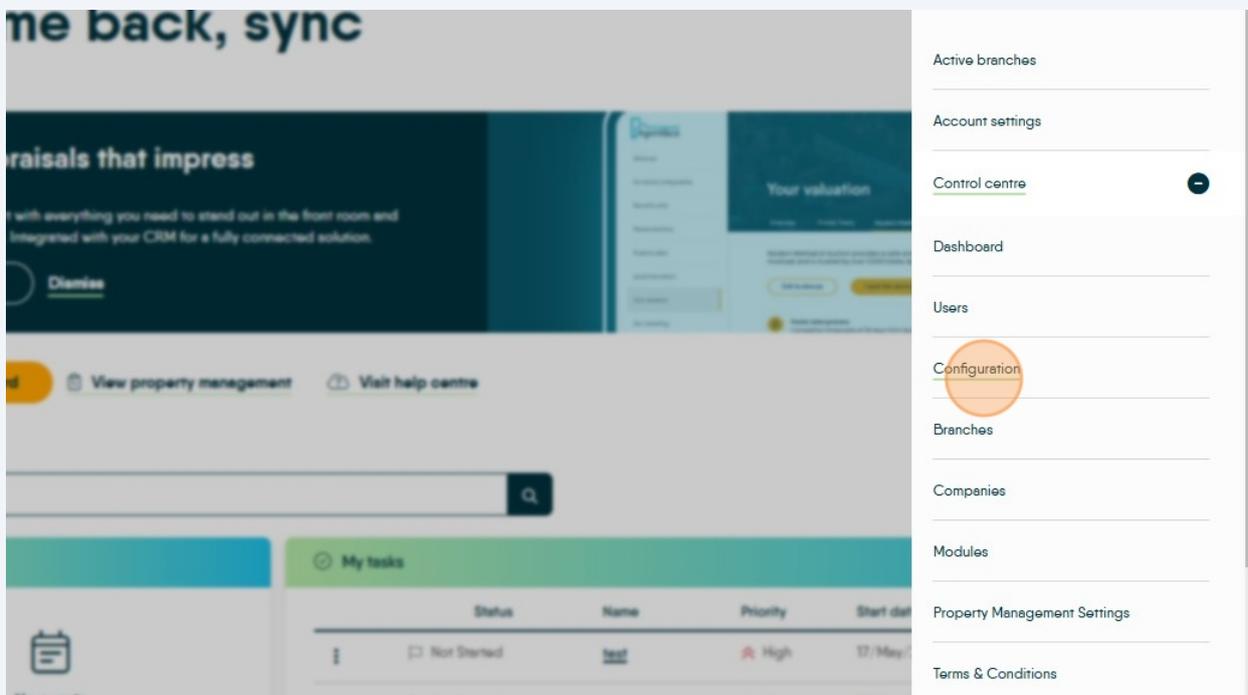
1 Click 'My Account'.



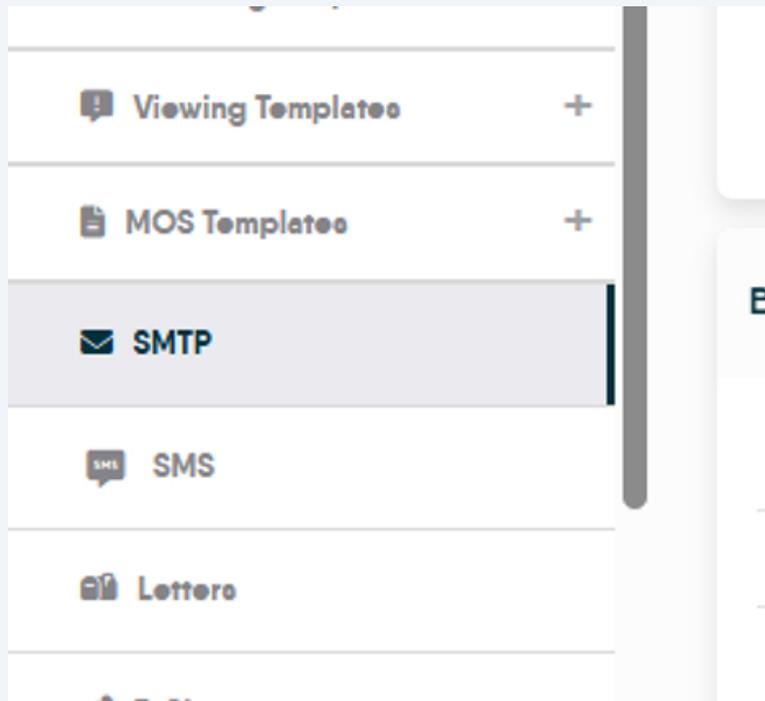
2 Click 'Control Centre'.



3 Click 'Configuration'.



4 On the left-hand menu, click SMTP.



5 Find your account and click Edit Settings.

smtp configuration

Provider Select provider Apply SMTP Settings

Branch SMTP Configuration

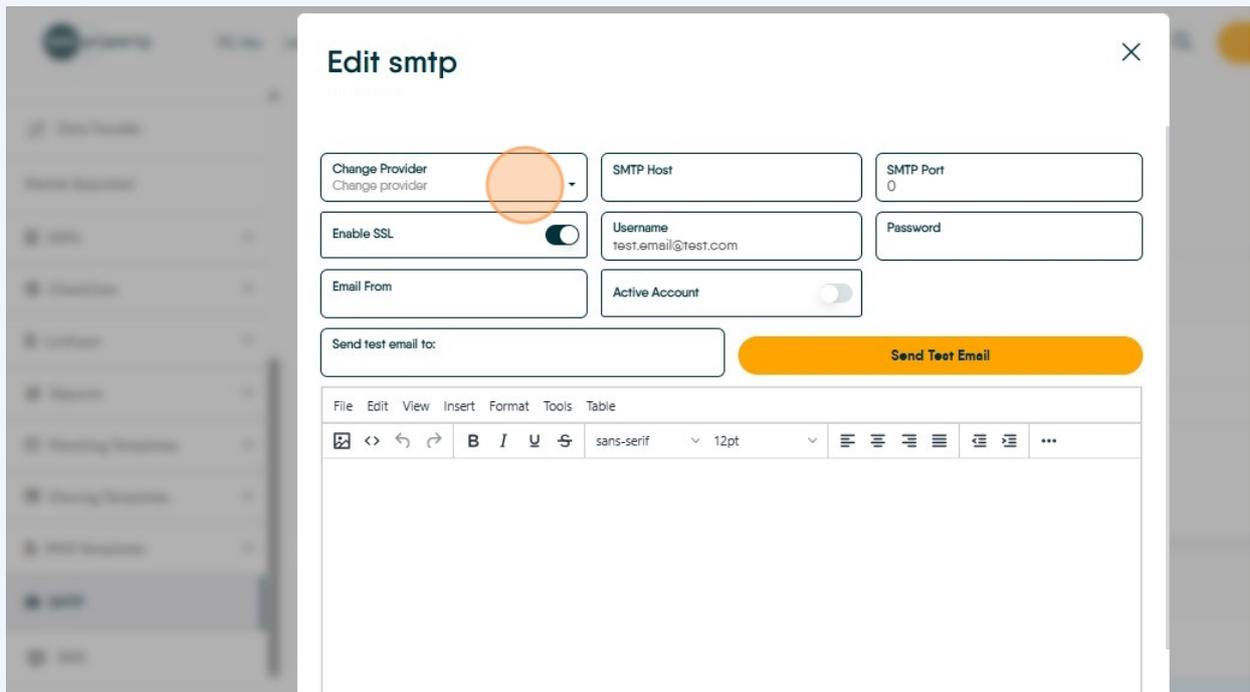
<input type="checkbox"/>	Entry	Host	Port	Username	Active	
<input type="checkbox"/>	Doms Branch		0		×	Edit Settings

Branch User SMTP Configuration

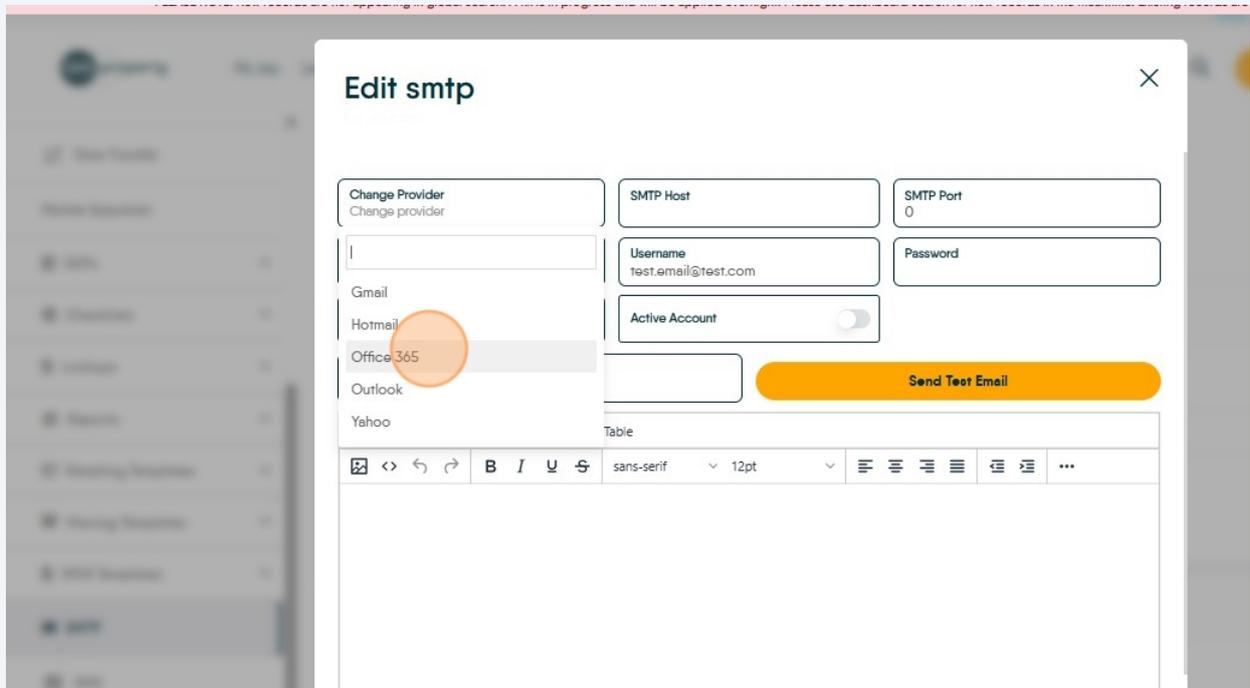
<input type="checkbox"/>	Entry	Host	Port	Username	Active	
<input type="checkbox"/>	Ian Johnson		0	test.email@test.com	×	Edit Settings

The 'Edit Settings' button in the second table is circled in orange.

- 6 Click the Provider dropdown and select from the list of standard email providers.



- 7 Here I select Office 365, which then auto-fills the SMTP Host and Port with the correct information.





If your email provider is not on the list, then the SMTP Host and Port will need entering manually.

8 Enter your email password.

New records are not appearing in global search. A fix is in progress and will be applied overnight. Please use dashboard search for new records in the meantime. Existing records are unaffected. ×

Edit smtp ×

Change Provider
Office 365

SMTP Host
smtp.office365.com

SMTP Port
587

Enable SSL

Username
test.email@test.com

Password

Email From

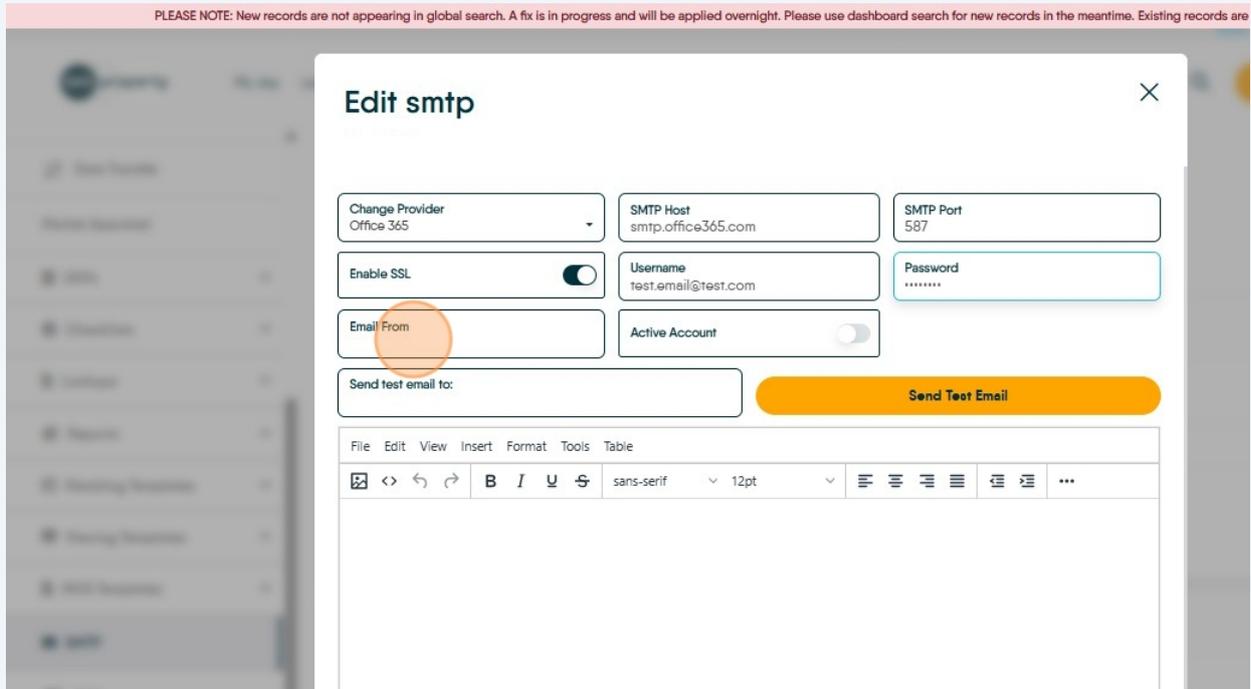
Active Account

Send test email to:

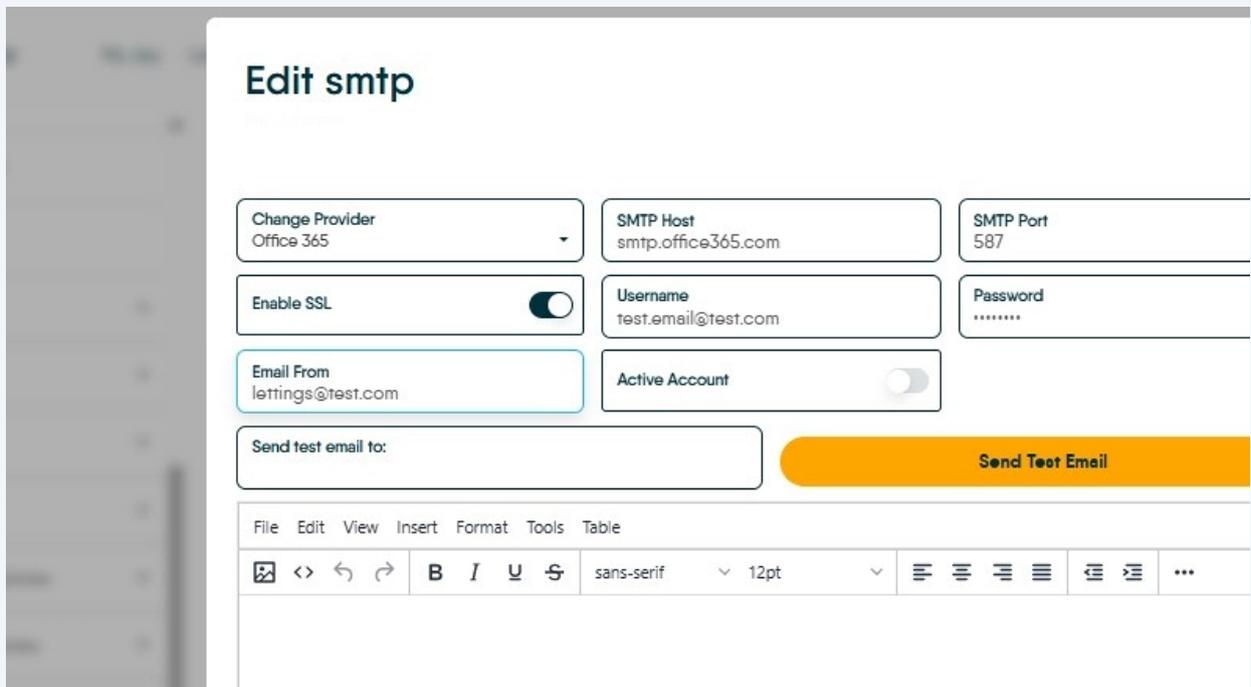
Send Test Email

File Edit View Insert Format Tools Table

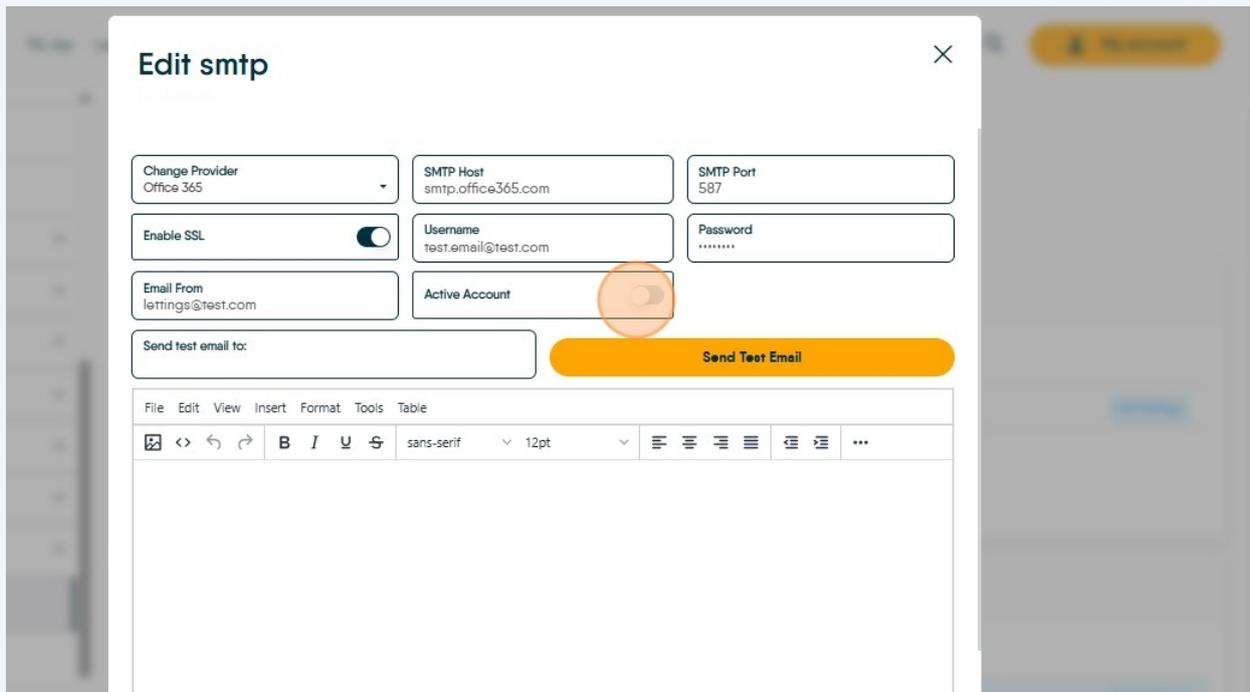
- 9 If the emails are to be sent from your username, then leave 'Email From' blank.



- 10 If you use your email address to log in but actually want emails sent to show from a generic team email (lettings@, maintenance@ etc) enter that address in 'Email From'.



- 11 Once all information is entered, click the switch to make the SMTP account active.

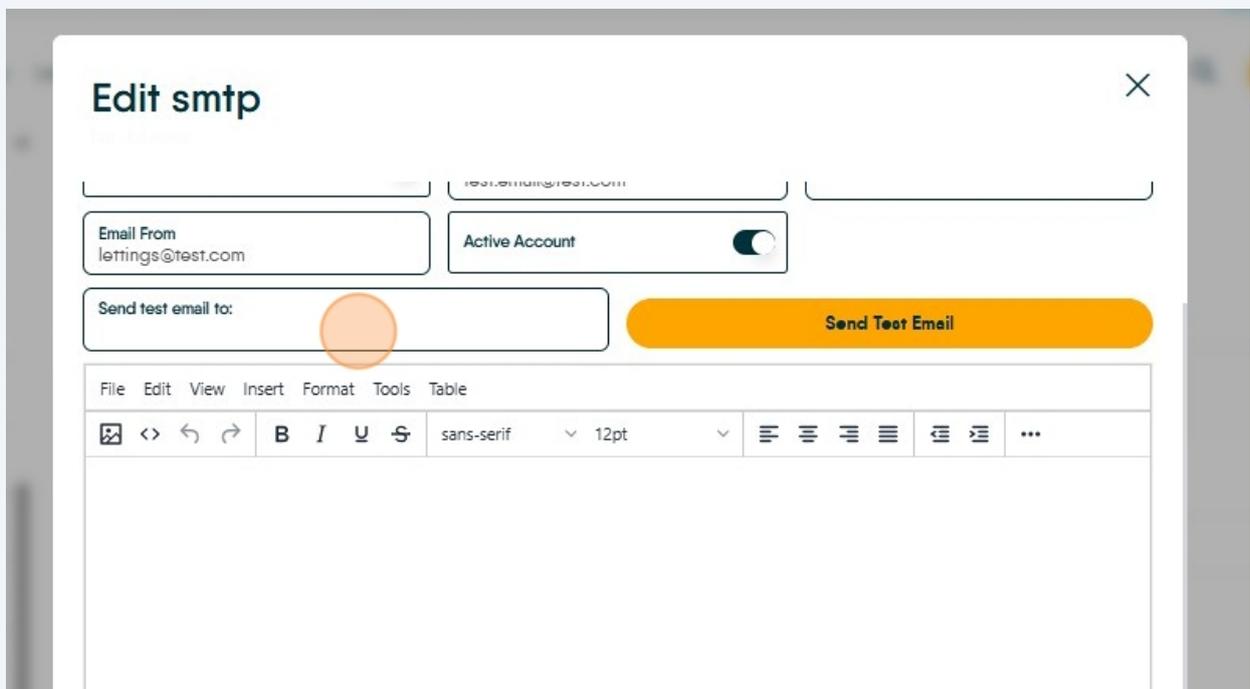


The screenshot shows the 'Edit smtp' dialog box. The 'Active Account' switch is highlighted with an orange circle. The dialog contains the following fields and controls:

- Change Provider: Office 365
- SMTP Host: smtp.office365.com
- SMTP Port: 587
- Enable SSL:
- Username: test.email@test.com
- Password:
- Email From: lettings@test.com
- Active Account: (highlighted)
- Send test email to: [empty text box]
- Send Test Email: [orange button]

Below the form is a rich text editor with a menu (File, Edit, View, Insert, Format, Tools, Table) and a toolbar with icons for bold, italic, underline, strikethrough, font face, font size, text color, background color, bulleted list, numbered list, link, unlink, and more options.

- 12 To test the settings are correct, enter a colleague's email address in the test email box and click 'Send'. You should see a green 'Success' message in the top-right, and your colleague will receive a blank email shortly after.

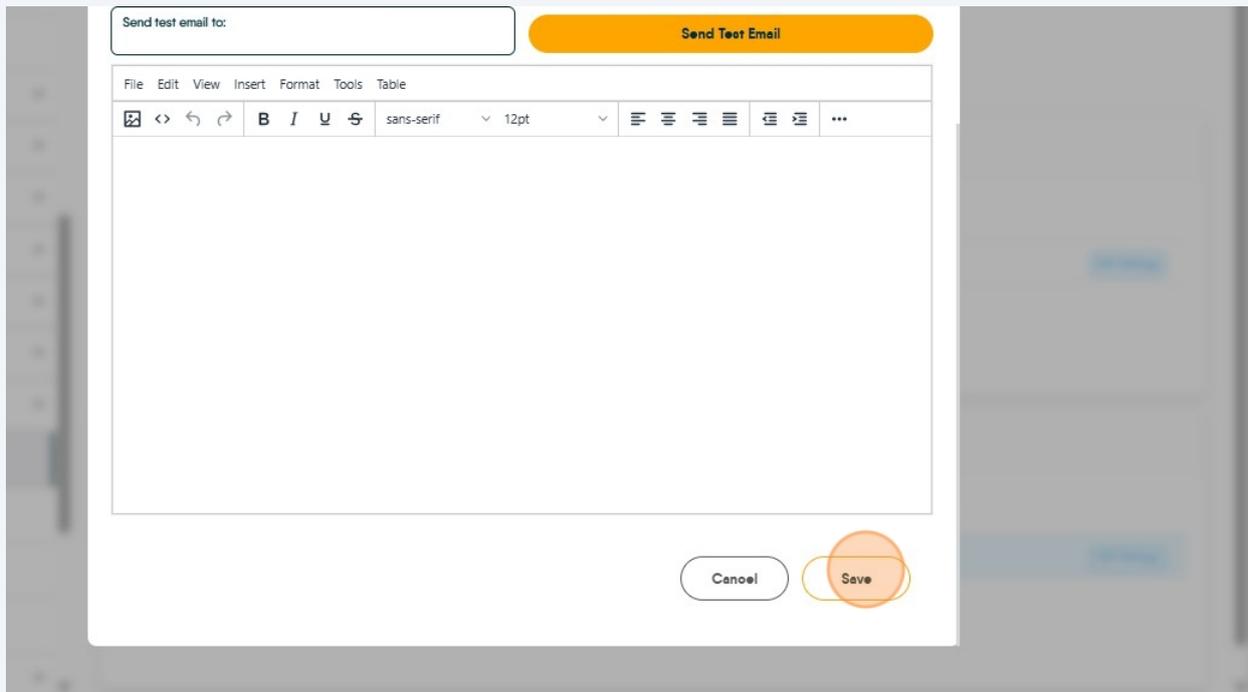


The screenshot shows the 'Edit smtp' dialog box. The 'Send test email to:' text box is highlighted with an orange circle. The 'Active Account' switch is now turned on. The dialog contains the following fields and controls:

- Change Provider: Office 365
- SMTP Host: smtp.office365.com
- SMTP Port: 587
- Enable SSL:
- Username: test.email@test.com
- Password:
- Email From: lettings@test.com
- Active Account:
- Send test email to: [empty text box] (highlighted)
- Send Test Email: [orange button]

Below the form is a rich text editor with a menu (File, Edit, View, Insert, Format, Tools, Table) and a toolbar with icons for bold, italic, underline, strikethrough, font face, font size, text color, background color, bulleted list, numbered list, link, unlink, and more options.

13 Click "Save" once confident everything is working.



These steps will only work if you have a standard email setup. If you had advanced email security through two-factor authentication or an SMTP relay, then we will need different information, like a third party app password, or relay information.

Please speak to your IT as they should have all the additional information needed.