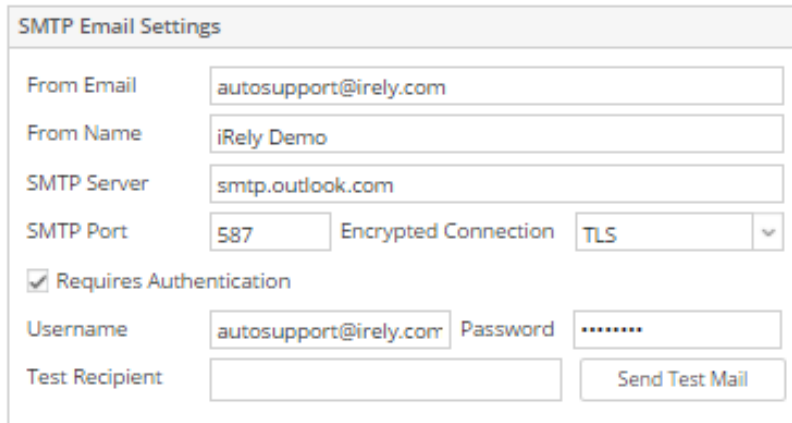


How To Configure Email Setup

The **Email Setup** screen is used to configure the email server for sending email notifications to **Customer Contacts** and **Agents** .



The screenshot shows the 'SMTP Email Settings' form. It includes fields for 'From Email' (autosupport@irely.com), 'From Name' (iRely Demo), 'SMTP Server' (smtp.outlook.com), 'SMTP Port' (587), and 'Encrypted Connection' (TLS). There is a checkbox for 'Requires Authentication' which is checked. Below this are fields for 'Username' (autosupport@irely.com) and 'Password' (masked with dots). At the bottom, there is a 'Test Recipient' field and a 'Send Test Mail' button.

Click **System Manager > Company Configuration > SMTP Email Settings(System Manager)**

From Email - The email address the email was sent from. Typically you want this to be an email address like autosupport@irely.com that nobody can directly reply to.

From Name - The Name of the company sending the email.

Subject Prefix - This optionally includes a prefix for the subject. For example: *i21 HelpDesk* :

SMTP Settings

- **SMTP Server** - Enter the outgoing SMTP Mail Server
- **SMTP Port** - Enter outgoing SMTP Servers Port number
- **Encrypted Connection**- This combo box should display 3 options for encrypting the emails. (**None**, **SSL** and **TLS**).
- **Requires Authentication** - Check this box if the SMTP Server requires Authentication.
- **User Name** - Enter Username of the SMTP Server.
- **Password** - Enter Password of the SMTP Server.
- **Test Recipient** - email of the sample recipient. (Click Send Test Mail button to send an email)