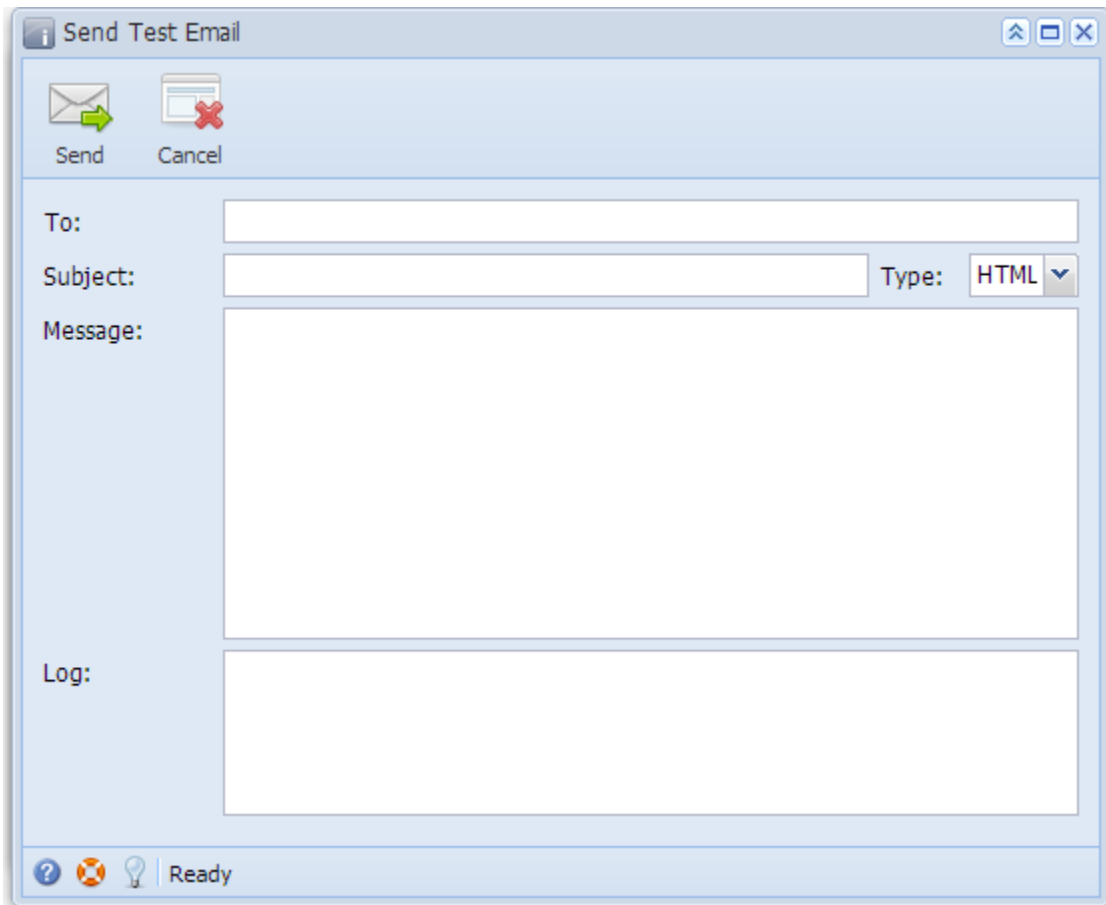


# How To Use the Test Email Feature

The **Test Email** button is used to try sending a Test Email to verify the Email Server is setup properly and sending email from the server



The image shows a 'Send Test Email' dialog box with a light blue background. At the top, there is a title bar with a question mark icon and the text 'Send Test Email'. Below the title bar, there are two buttons: 'Send' (with an envelope icon and a green arrow) and 'Cancel' (with a document icon and a red X). The main area of the dialog box contains four fields: 'To:' (a single-line text field), 'Subject:' (a single-line text field), 'Message:' (a large multi-line text area), and 'Log:' (a single-line text field). To the right of the 'Subject:' field, there is a 'Type:' label and a dropdown menu currently set to 'HTML'. At the bottom of the dialog box, there is a status bar with three icons (a question mark, a lightbulb, and a speech bubble) and the text 'Ready'.

1. First, enter the required information to send email in the **Help Desk Email Set up** screen. See [How To Configure Email Setup](#)
2. Enter email address in the **To:** field.
3. Enter Subject in the **Subject:** field.
4. Select either **HTML** or **Text** in the Type list box.
5. Enter test message in the **Message:** memo field.
6. Click **Send** button. i21 will try to send the email and will display SMTP log error whether the email is successfully sent or not.