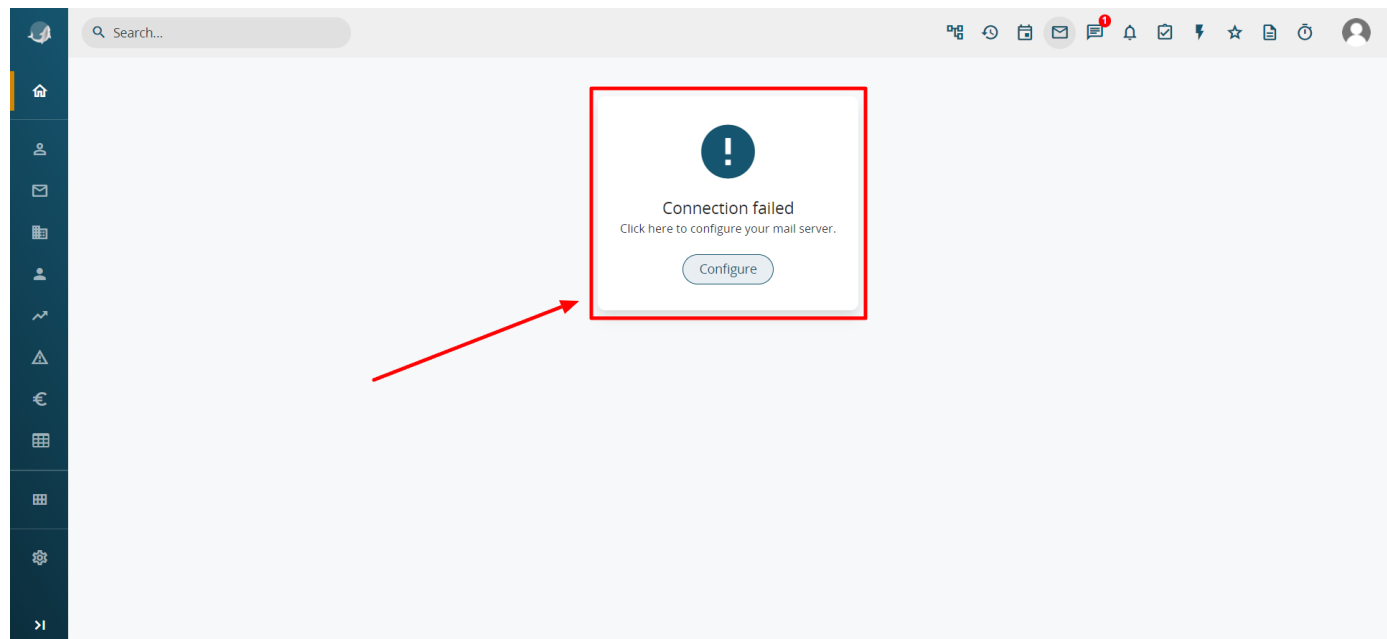


# 5.2.1 IMAP configuration and folders

To proceed with the email configuration you need to open the module Messages:



First of all you need to click the "Configure" button (only the first time). Once you have set the SMTP server (see above), the IMAP server can be set up here or directly from the Messages module of each user through the cogwheel icon > Account.

Each user will be able to manage multiple mailboxes, both on servers configured in the Admin Settings and on other servers.

<b>Account</b>	Select the account type from the options provided or choose Custom
<b>Username</b>	Email address of the mail server for access via IMAP
<b>Authentication Method</b>	You can choose whether the authentication is done via Password or OAuth2
<b>Email</b>	To enter the email address (optional, and it auto-fills upon saving by copying the Username if left blank)
<b>Password</b>	If the Password option is selected in Authentication Method, this field will be used to enter the password for your email account

<b>Description</b>	To enter a description of the email account (optional, and it auto-fills upon saving by copying the Username if left blank)
<b>Main</b>	It is used to determine the primary email address for sending emails (in case multiple accounts are configured in the Messages module)
<b>Share sender</b>	It allows configuring a shared mailbox with all users (this configuration is only allowed for the admin user, and the mailbox is shared solely as a sending email address, not for receiving)
<b>Mail Server Settings (IMAP)</b>	
<b>Server name</b>	This field should be filled in with the server name details provided by your Maintainer (e.g., Aruba). For example, you would enter <b>imaps.aruba.it</b> if Aruba is your Maintainer, as an example
<b>Port</b>	It is used to enter the port number that the email account connects to for incoming mail
<b>SSL/TLS</b>	SSL/TLS if present
<b>Domain</b>	specify the domain, for example company.com
<b>Mail Server Settings (SMTP)</b>	
<b>SMTP server</b>	Select the type of account from the options provided or choose Custom
<b>Server Name</b>	This field should be filled in with the server name details provided by your Maintainer (e.g., Aruba). For example, you would enter <b>ssl://smtps.aruba.it</b> if Aruba is your Maintainer, as an example
<b>Port</b>	It is used to enter the port number that the email account connects to for outgoing mail
<b>Username</b>	indirizzo mail del server di posta per l'accesso via SMTP
<b>Password</b>	It is used to enter the password for your email account for SMTP authentication (typically, the password is the same as the one used to access the email account)
<b>Requires Authentication?</b>	To determine whether the server requires authentication for outgoing mail
<b>Signature template</b>	selecting "Custom" makes it possible to enter text, images, and links as a personal signature at the foot of email messages, while selecting "Company Name" (Acme, in the example) allows the signature configured in settings to be used. This new function is called "Centralized signature" (see section 5.2.1.1 Set Up Centralized Signature)

Other Settings	
<b>Account</b>	It allows you to access the configuration of new email accounts (in the Messages module, you can configure as many email accounts as you wish)
<b>Folders</b>	You can access the configuration of the email account folders, correctly matching them with the folders required by the CRM view: INBOX, DRAFTS, SENT, SPAM, TRASH
<b>Layout</b>	<p>it allows to set the email layout choosing between the following configurations:</p> <ul style="list-style-type: none"> <li>- show previw description in message list;</li> <li>- enable thread view;</li> <li>- merge account folders.</li> </ul>
<b>Filters</b>	it allows to create rules to move mail within folders of the selected account
<b>POP3</b>	it allows to manage mail coming from pop3 mailbox directly within the account created.
<b>Out of office</b>	it allows to apply rules to send automatically email.

In this pop-up you can select the kind of account you are configuring. Here you can see every selectable value:



## Settings > Accounts

Save

Cancel

Account

Select




Select

Gmail

Microsoft Office365

Yahoo!

Custom



Settings > Accounts

SaveCancel

AccountCustom

User Name

Authentication methodPassword

Emailoptional

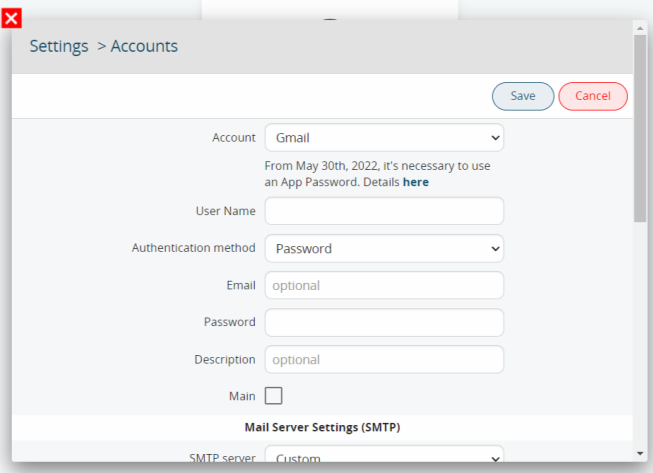
Password

Descriptionoptional

Main☐

Share sender☐

Mail Server Settings (IMAP)

<p><b>Gmail</b></p>	<p>Selecting Gmail the window will be like this:</p>  <p>As you can see right after the field:  <b>From May 30th, 2022, it's necessary to use an App Password. <a href="#">Details here</a></b></p> <p>This action must be done in order to complete the configuration.</p> <p>You can also use the <b>Two-factors Authentications</b> (OAuth2).</p>
<p><b>Microsoft Office365</b></p>	<p>Here you need to provide username and password.  <b>PAY ATTENTION:</b> if the Outlook Authentication is made by OAuth2 <b>you must not use a custom imap account but the standard one.</b> We remind you that the <b>IMAP Office365 is listening to the port 993</b> (do not use the 443).</p>
<p><b>Yahoo!</b></p>	<p>You just need to type username and password.</p>
<p><b>Custom</b></p>	<p>Here you can configurate completely every connection parameter (IMAP, SMTP, ports)</p>

**Settings > Accounts**

Save Cancel

**Mail Server Settings (IMAP)**

Server Name

Port

SSL/TLS --None--

Domain

**Mail Server Settings (SMTP)**

SMTP server Custom

Server Name

Port

User Name

13-01-2021 08:03

**Settings > Accounts**

SAVE CANCEL

Account Gmail

User Name @gmail.com

Authentication method Password

Email @gmail.com

Password .....

Description @gmail.com

Main ☒

**Mail Server Settings (SMTP)**

SMTP server Gmail

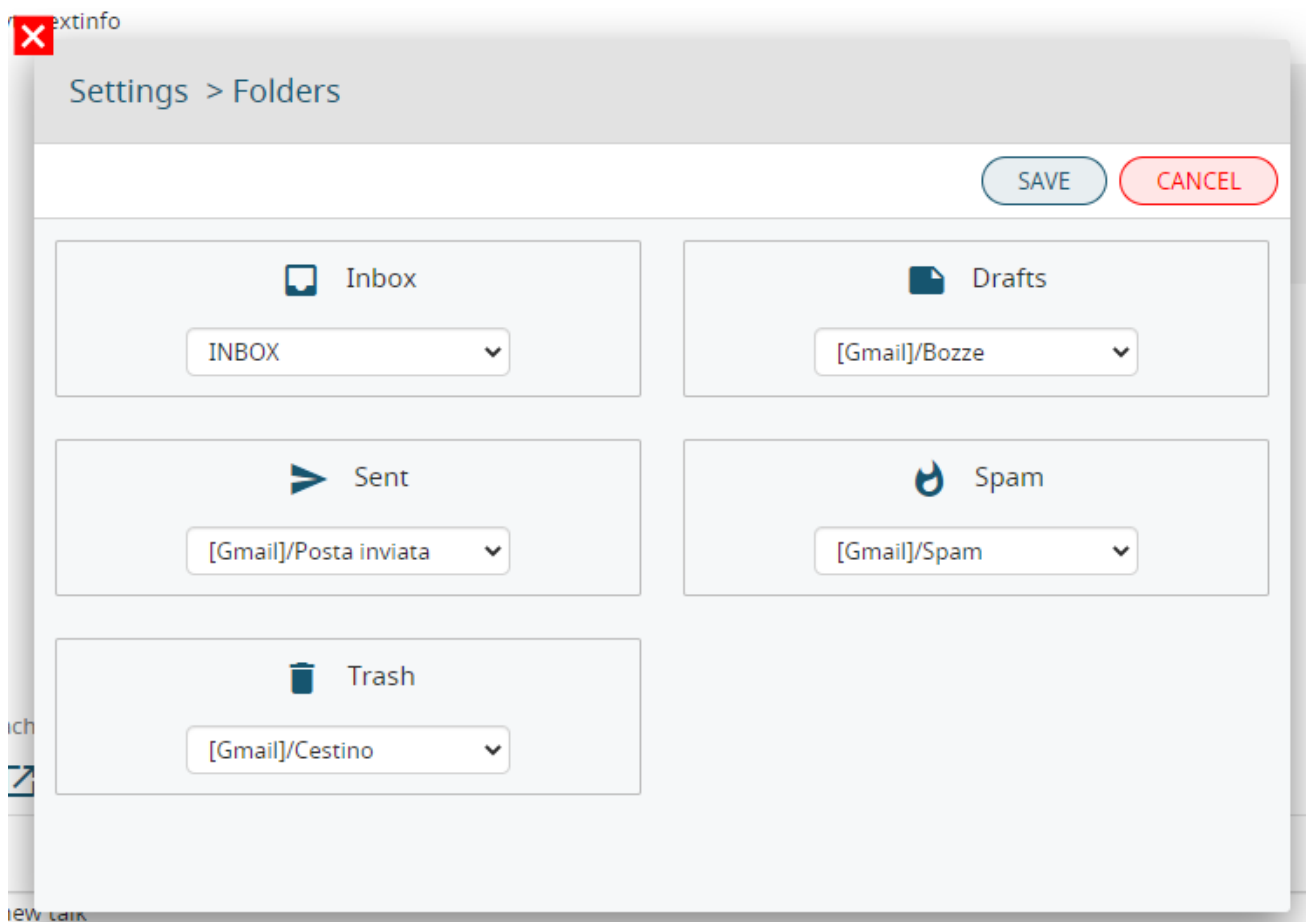
**Signature**

Signature template Acme

\$Users | |first\_name\$ \$Users | |last\_name\$  
 \$Users | |roleid\$

After having entered the access credentials, set up the main folders for incoming emails, sent emails, drafts, bin and spam.

The user can change the layout at any time by accessing Folders from the Messages module




Once the configuration, of one or more accounts is ended, you can find in the Message module the list of the folders (standard and special) divided for each account or in a unified version.














This allows the user to display, for example, all the incoming emails from different addresses in one single folder.

## Special folders

There are two special folders in the folders list:

- **Shared:** contains emails that other users have shared with you via a conversation (see below);
- **Imported:** contains all the Messages that are not included in any of the user's IMAP accounts for various reasons, but are linked to a vtenext record;
- **Flagged:** contains emails marked ;
- **Scheduled:** contains all the scheduled messages that have to be sent, according to the chosen time and date.



Folders			
	Shared		
	Flagged		1
	Outgoing		4
	Inbox		
	Drafts		
	Sent		
	Trash		27
	Chats		
	Contacts		
	Emailed Contacts		
	Junk		

Below examples of PEC email configuration:

### PEC Aruba

<b>Name</b>	Choose the Custom option
<b>Server</b>	IMAP: imaps.pec.aruba.it SMTP:smtps.pec.aruba.it
<b>Port</b>	IMAP: 993 SMTP: 587  SSL/TLS if present

### PEC Legailmail

<b>Name</b>	Choose the Custom option
<b>Server</b>	IMAP: mbox.cert.legalmail.it SMTP: sendm.cert.legalmail.it
<b>Port</b>	IMAP: 993 SMTP: 465  SSL/TLS if present

Revision #10  
Created 2 September 2024 07:58:59 by Admin  
Updated 24 September 2024 07:41:11 by Admin