

# SMTP settings



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## General requirements for email registration

You must register email account at any mail service if you don't have it.

### Password



It is important that the password begins and ends with letters. Example a123456a.

This condition for the password is important, since third-party messaging services (such as OT admin panel), for security reasons, do not "accept" passwords consisting only of numbers or when the numbers are at the beginning and end, and are not authorized in the postal service.

### Disable 2-Step Verification

It helps OT Box to use specified email without errors. Undoubtedly, this action lowers email security, so we recommend not to use your main email (through which you authorize or restore access).

## Google

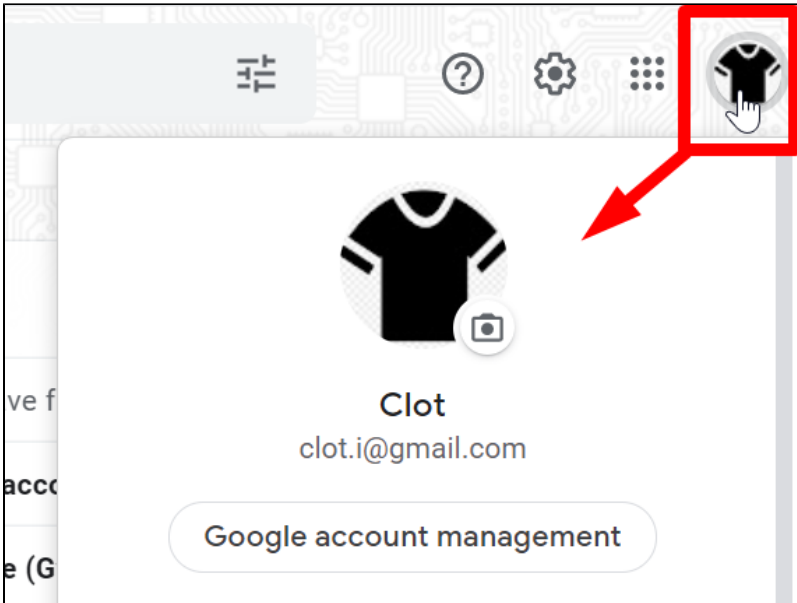
### Email registration

Full instruction for email registration: <https://support.google.com/accounts/answer/27441?hl=en>

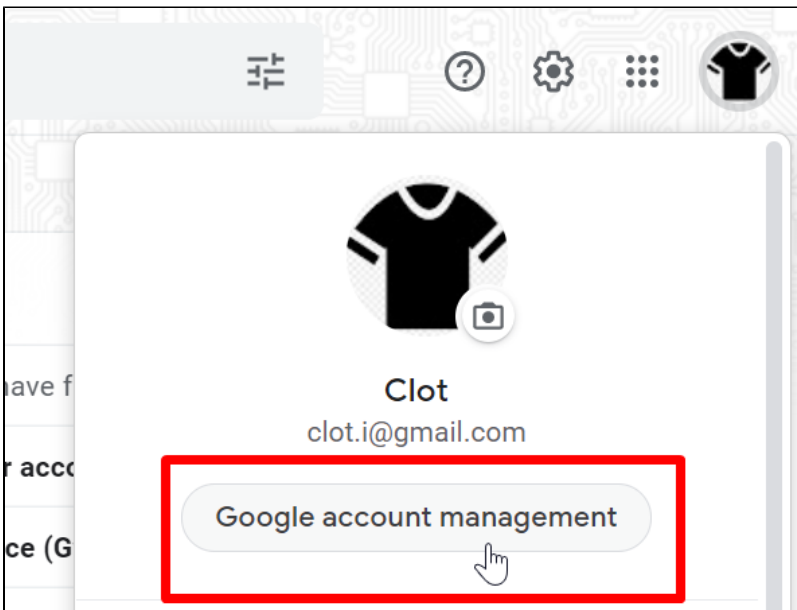
### Email account settings

**Below will be the most important part of the setting, which will affect emails sending in OT admin panel.**

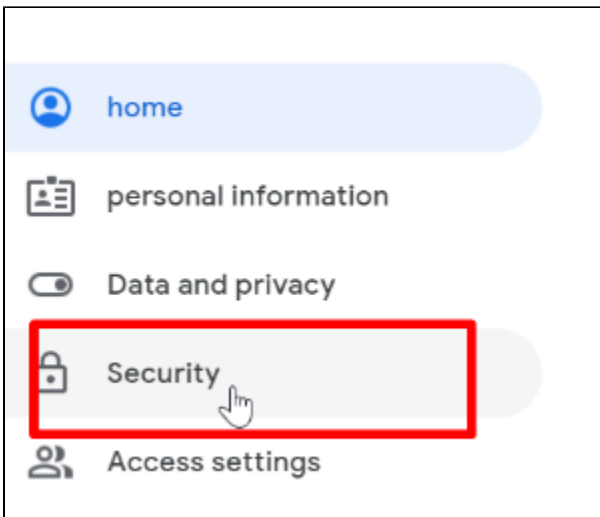
Click the icon on the right to go to your account settings:



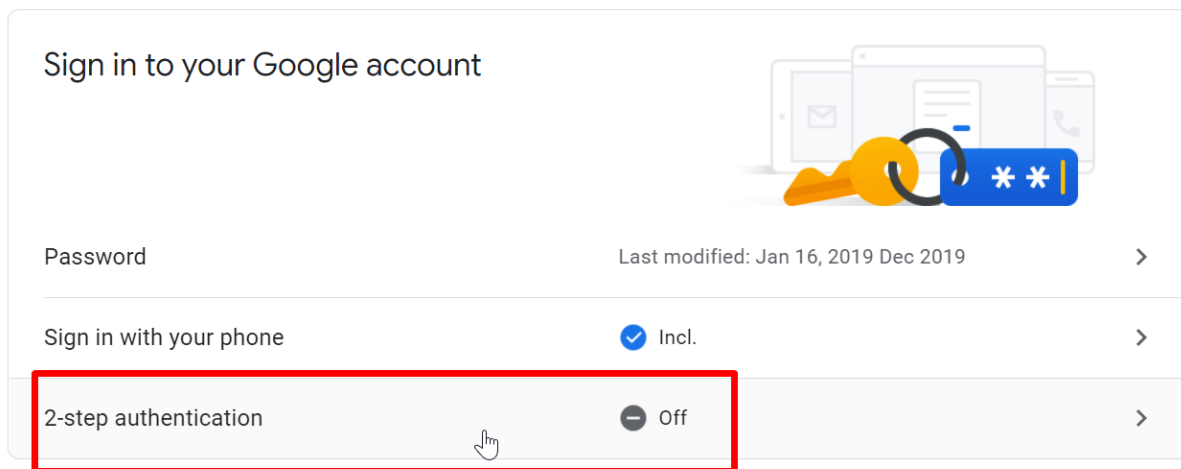
Click "Google account management" button:



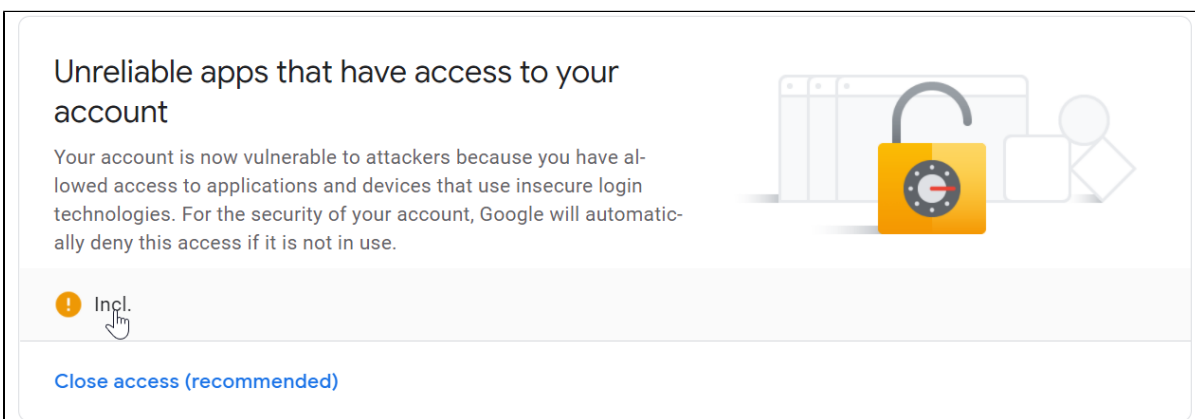
Click "Security" button:



New page will open. Scroll it down to make sure that Two-Step Verification is disabled. Disable it if it is enabled.



Scroll the page down and find "Unreliable apps" block:



Click the slider and unblock insecure applications if they are blocked:

## ← Unreliable apps that have access to your account

Some apps and devices use unreliable sign-in technologies that could compromise your account. We recommend that you deny access to such applications and devices. If you want to work with them despite the risk, allow access. Google will automatically disable this feature if it will not be used.

[More details ...](#)

Insecure Apps Allowed



Your email is ready now to work with OT admin panel.

### What to write to the admin panel?

Fill in the data in admin panel. Go to "[Configuration System General](#)" and check the form:

Add the following data (general for all OT agents):

- **SMTP** Server: **smtp.gmail.com**
- **SMTP** port: 587
- **SSL/TSL** mode: Transport Layer Security (TLS) — transport layer security

Fill in personal data: your user name (part of email BEFORE @ for example: **test.mail.ot.commerce** @gmail.com), password (for this email and account), email (Google) and Sender's email (there is an example in the image used to show how to fill in the form)

### SMTP settings for mailing

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Smtp 1

Is current email server enabled for emailing [Enabled](#)

SMTP Server [smtp.gmail.com](#)

SMTP port [587](#)

SSL/TSL mode [TLS](#)

SMTP User name [clot-test](#)

SMTP Password [\\*\\*\\*\\*\\*](#)

Display name to use in emails [manager](#)

Sender's email [clot@gmail.com](#)

Test email address  [Test](#)

[Select\\_email\\_server\\_for\\_box](#)

You may get an error and the field will be highlighted in red if you fill in the fields "User name" or "Sender's email" correctly:

Support (0 / 0)

Help Settings SuperAdmin en

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SMTP Password [\\*\\*\\*\\*\\*](#)

Display name to use in emails [manager](#)

Sender's email

**Error**  
 "FromEmail" field length must be between 0(inclusive) and 60(inclusive) characters long.  
 Current value: 85

Gmail mailer has a feature: punctuation mark "dot" does not play a role in the address. This means that [test.mail.ot.commerce@gmail.com](#) and [testmailotcommerce@gmail.com](#) are the same addresses. "Dot" sign is necessary for easier memorization and reading of email address (<https://support.google.com/mail/answer/7436150?hl=en>)

Just remove the dots in your email address if you get an error like the image above:

**SMTP settings for mailing**  
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Smt 1

Is current email server enabled for emailing [Enabled](#)

SMTP Server [smtp.gmail.com](#)



SMTP port [587](#)


SSL/TSL mode [TLS](#)

SMTP User name [clot-test](#)

SMTP Password [\\*\\*\\*\\*\\*](#)

Display name to use in emails [manager](#)

Sender's email [clot-test@gmail.com](#)  

Test email address  

[Select\\_email\\_server\\_for\\_box](#)

If you get an error sending emails from Gmail (...using 2 possible authenticators...)

Sometimes OT Box does not send emails through [smtp.google.com](#) even with correct settings.


You need to follow below steps to solve this problem:

1. Log in through your browser to your google account.
2. Follow the link <https://myaccount.google.com/security#connectedapps>
3. Allow insecure apps.

← **Unreliable apps that have access to your account**

Some apps and devices use unreliable sign-in technologies that could compromise your account. We recommend that you deny access to such applications and devices. If you want to work with them despite the risk, allow access. Google will automatically disable this feature if it will not be used.

[More details ...](#)

Insecure Apps Allowed 

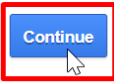
It's necessary to follow below steps if previous option did not help

1. Log in through your browser to your google account.
2. Follow the link <https://accounts.google.com/UnlockCaptcha>;
3. Click "Continue" button.

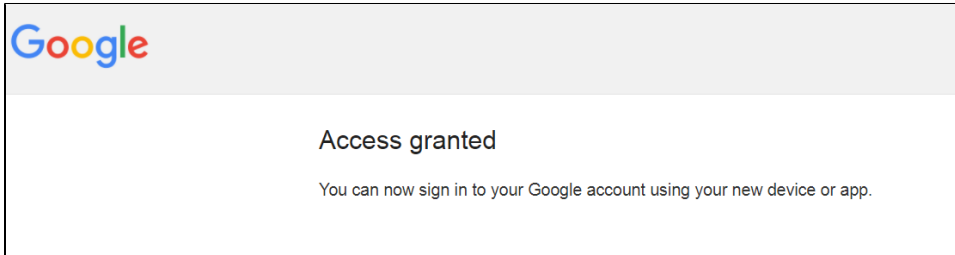
## Share your Google account

We want to protect your account. Therefore, if we notice that someone is trying to log in from an unfamiliar device or in a new application, we ask you to confirm this action.

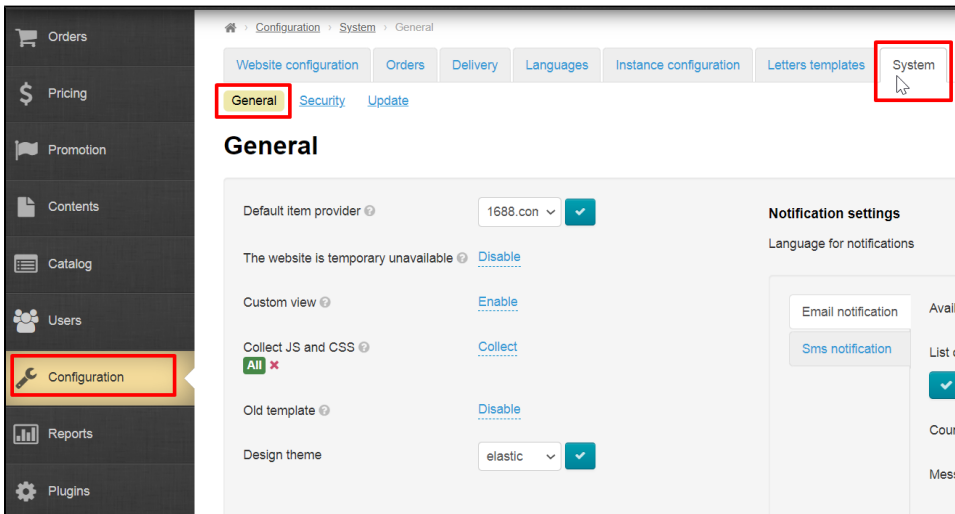
Click the "Continue" button to allow entry.



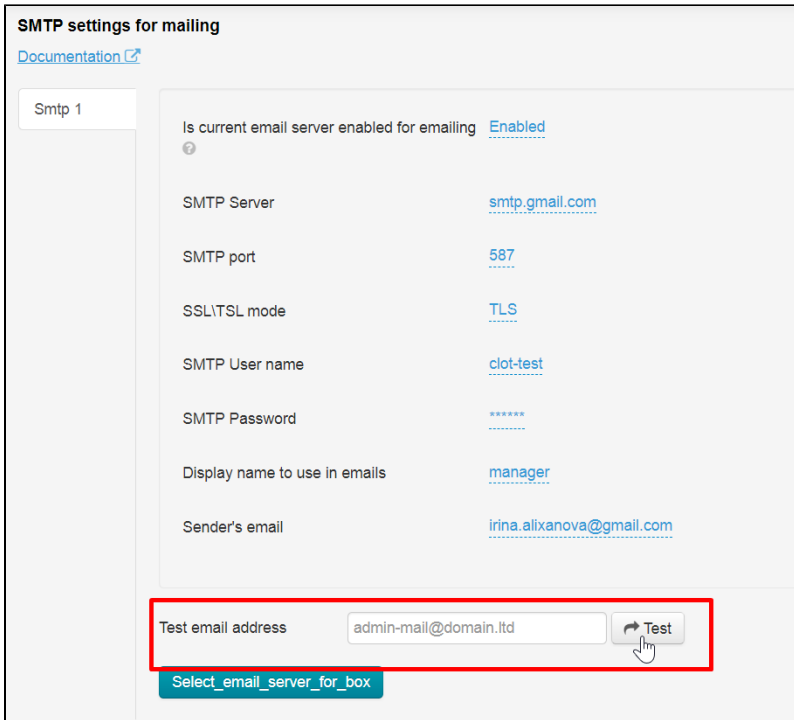
4. You will get temporary permission after clicking to access applications:



5. Open OT Box admin panel right after that:



6. Try to send test email (add test email address and click "Test" button):



The screenshot shows the 'SMTP settings for mailing' configuration page. On the left, a sidebar contains a button labeled 'Smtp 1'. The main area displays various SMTP settings: 'Is current email server enabled for emailing' is set to 'Enabled'; 'SMTP Server' is 'smtp.gmail.com'; 'SMTP port' is '587'; 'SSL/TSL mode' is 'TLS'; 'SMTP User name' is 'clot-test'; 'SMTP Password' is masked with '\*\*\*\*\*'; 'Display name to use in emails' is 'manager'; and 'Sender's email' is 'irina.alixanova@gmail.com'. At the bottom, a red rectangular box highlights the 'Test email address' field, which contains 'admin-mail@domain.ltd', and a 'Test' button with a right-pointing arrow. Below this box is a teal button labeled 'Select\_email\_server\_for\_box'.

## Registration and settings of other email boxes

Select necessary mail service

- [AOL Mail](#)
- [Outlook.com](#)
- [Yahoo! Mail](#)
- or another


All email services are configured according to the same principle.

Registration goes first, then 2-Step Verification is disabled.

The form is configured in OT Box after that.



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Smtp 1

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SMTP Password [\\*\\*\\*\\*\\*](#)

Display name to use in emails [manager](#)

Sender's email [clot@gmail.com](#)

Test email address

 Test

[Select\\_email\\_server\\_for\\_box](#)

You can get data to fill out the form in the help articles of selected email service.