

How to Configure the Outgoing Mail Using Basic Authentication

The **From** field of emails is customizable to use your company email instead of the default support@mspbots.ai. This article shows how to change the sender's email address and use the other options for modifying the Outgoing Mail configuration.

If you want to use OAuth 2.0 for configuring the Outgoing Mail settings, refer to [How to Configure the Outgoing Mail Using OAuth 2.0](#).

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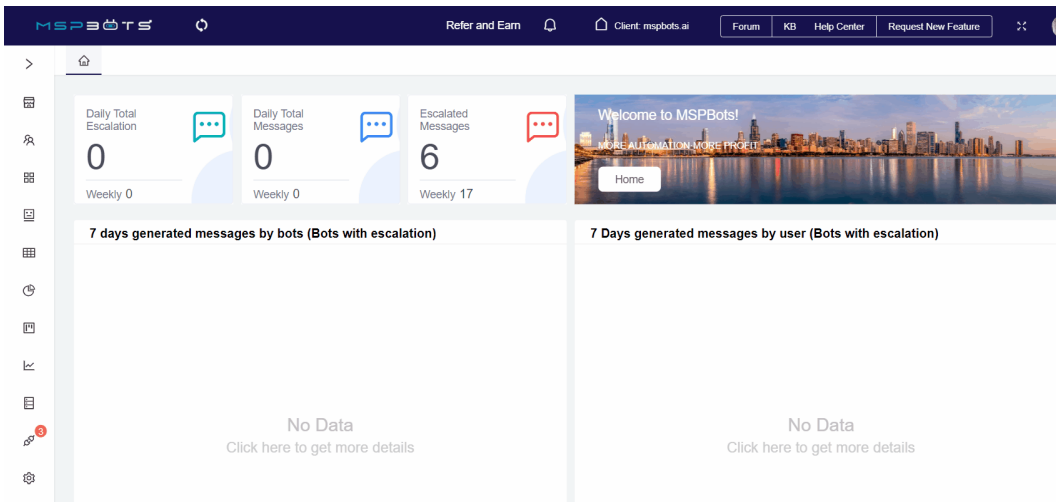
Background information

A customized email reinforces branding efforts and enhances the credibility and recall of a company. When clients prefer using their company email to send reports, they can go to the Outgoing Mail settings to modify the default sending address.

Prerequisites for editing the Outgoing Mail settings

You must have admin permissions to perform the procedure below.

Customizing the sending address of outgoing emails



1. Open the [MSPbots app](#) and go to **Settings > System**.
2. Click **Outgoing Mail** in the upper right corner of the Settings tab.

3. Click **Add** and fill out the form.

Add

×

Protocol

smtp

Host Name

The SMTP host name of your mail server.

Timeout (ms)

Timeout for every request sent from Jira to mail server. Leave the default or enter 0 for no timeout.

SMTP Port

Optional - SMTP port number to use. Leave blank for default (defaults: SMTP - 25, SMTPS - 465).

☐ TLS

Optional - the mail server requires the use of TLS security.

☐ SMTP AUTH

Optional - the mail server requires the use of authentication

Username

If you use authenticated SMTP to send email, enter your username.

Password

Enter your password

As above, enter your password if you use authenticated SMTP

Show From Address ☐

From Name

Reply to

Signature

Rich text editor toolbar with icons for bold, italic, underline, link, unlink, list, indent, outdent, quote, undo, redo, text color, background color, font size, and other formatting options. The text area below the toolbar is empty.

0 WORDS

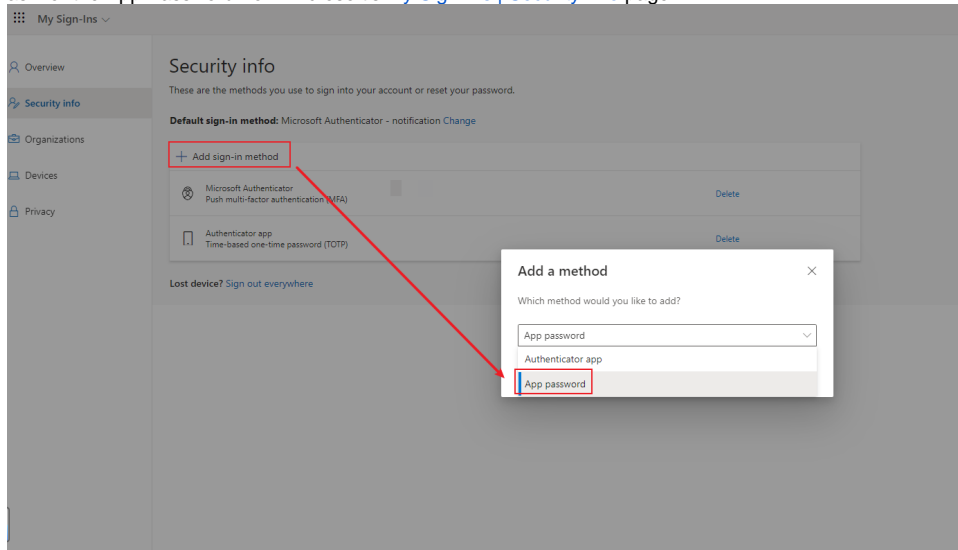
Confirm

Test Connection

Important reminders on filling out the form



- The value for the **Password** field is not your email login password. Ask for the App Password from software providers like Microsoft and enter it in the **Password** field. For example, if you use Office 365, ask for the App Password from Microsoft's [My Sign-Ins | Security Info](#) page.



- Always use a valid email address for **Username**. Using an invalid email will prevent MSPbots from successfully sending the verification email.
- The **Username** field has a higher priority than the **From Address** field. Note that when the **Username** field has a valid email address, you do not need to turn on the **Show From Address** toggle switch or set an email in the **From Address** field because the email address in the Username field has a higher priority than the one entered in the From Address field. The system sends the verification email to the email address provided in the Username field first.
Optional - the mail server requires the use of authentication

Username

If you use authenticated SMTP to send email, enter your username.

Password

As above, enter your password if you use authenticated SMTP

Show From Address ☒

From Address

From Name

- Enable the **Show From Address** option and enter a valid email address in the **From Address** field. Check the verification email sent to the email address you provided.

authenticated SMTP

Show From Address ☒

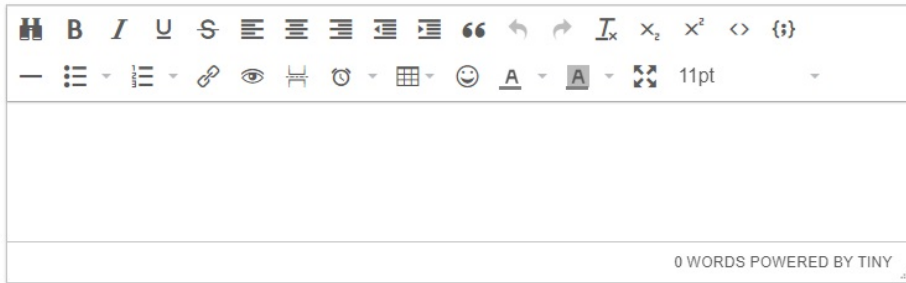
From Address

From Name

Reply to

5. Click **Test Connection** at the bottom of the form to verify if your connection is successful.

Signature



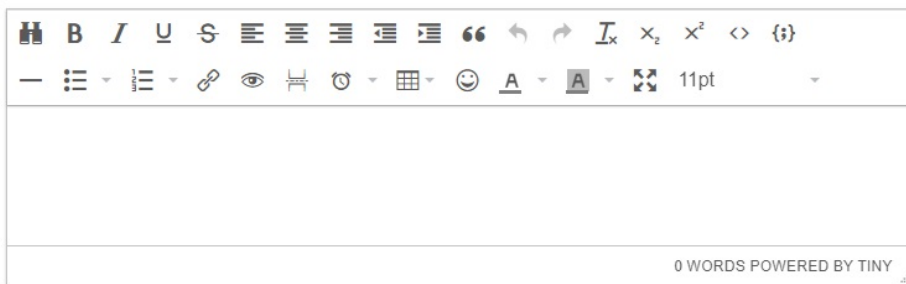
0 WORDS POWERED BY TINY

Confirm

Test Connection

6. Once you have verified your connection, click **Confirm** to save the settings.

Signature



0 WORDS POWERED BY TINY

Confirm

Test Connection

This action will prompt you to verify your email access.

Verify Email Address







We have sent a verification email to support@mspbots.ai. Click the verify button in the email to verify your email.

OK

7. Open the verification email sent to the address you provided for configuration. Click the **Verify** link in the email.
8. Your email address should now appear on the System tab. A **Verified** status signifies that the SMTP server configuration is complete.

System ⓘ

Holidays Outgoing Mail

Username	Host Name	Status	Action
company1@gmail.com	smtp.gmail.com	Verified	 
support@mspbots.ai	smtp.office365.com	Verified	 

Total 2

9. Check if the email you added now appears on the **From** dropdown selection of the Share Dashboard function. Once it's there, you can start sending reports and bot messages using this custom email.

Share Dashboard

SHAREABLE LINK

SNAPSHOT

EMBED

SHARE TO COMMUNITY

STREAM TO TV

Delivery options

☒ Email

Email recipient(s)

CC BCC

PSA ?

Frequency

Starting at

Asia/Shanghai

Repeat every

Hour

☐ Repeat every

Hours

from hour

to

on day of week

☐ Advanced Scheduler

Setting →

Attach the dashboard

☒

File format

PDF ?

From

A company1@gmail.com



B support@mspbots.ai

Normal x₂ x² [] [] [] Normal []

Normal [] A [] Sans Serif [] [] [] [] [] []

Insert text here ...

Other configuration options in the Outgoing Mail settings

- **Edit** - Click  to edit the settings of an Outgoing Mail configuration.
- **Delete** - Click  to delete an Outgoing Mail setting from the list.

System ⓘ				Holidays	Outgoing Mail
<div> <div>Cancel</div> <div>Add</div> </div>		<input type="text" value="Search"/>			
<input type="checkbox"/>	UserName	Host Name	Status	Action	
<input type="checkbox"/>	company1@gmail.com	smtp.gmail.com	Verified	<div> <div></div> <div></div> <div></div> </div>	
<input type="checkbox"/>	support@megabots.ai	smtp.office365.com	Verified	<div> <div></div> <div></div> <div></div> </div>	
Total 2				<div> <div><</div> <div>1</div> <div>></div> </div>	

Related Topics

- [How to Configure the Outgoing Mail Using OAuth 2.0](#)
- [Configure the Outgoing Mail - Mailjet](#)

