

Support Email Setup

Only sites with a Delyte subscription will be able to create company support email addresses.

To configure the support email address, navigate to the Admin Settings Menu and scroll down to select 'Support Email Setup' from the 'Other Settings' section.

After Clicking 'Add New', you will be given two options to configure the support email setup. Either manually enter the address information or authenticate using Outlook oAuth2. Outgoing and Incoming Server information can be found through your email service provider settings. You may need to check with your IT department or firm to confirm this information.

Support Email Setup – List View

To authenticate with Outlook oAuth2, click the Microsoft Office button and choose the Microsoft account you wish to connect to.

Microsoft Outlook Button – Support Email Setup

Enter the Microsoft Outlook account credentials to authenticate.

Microsoft Login Window – Support Email Setup

A pop-up will appear asking for more information. As soon as you click "Next", you'll be given the option of authenticating your account or skipping it. Choose "Next" to authenticate or "Skip" to continue.

Microsoft Authenticator – Support Email Setup

Upon successful authentication or skipping, you will receive a message stating "Successful authentication. Enter the mail settings and save it."

Each support email must be assigned to a user. A user may have more than one support email assigned to them.

The Username and Password fields relate to the specific login credentials of the email account you have entered in the 'Email' field of the settings. In the image below, the Username and Password would be the credentials to log into the Email 'supportemail@company.com'.

Delete an Existing Field:

Use the 'Action' buttons to 'Edit' or 'Delete' a support email.

The image below displays the information needed to add a new support email address. The image shows the credentials for configuring a Gmail account