

Sending Email

In your process design, you may include a Tool element and map it to the [Email Tool](#).

Configure email server settings in the Plugin Configuration dialog box.

The screenshot shows a software interface with a 'Send Email' tool element in a process design canvas. A blue arrow points from this tool to a 'Plugin Configuration' dialog box. The dialog box has a title bar 'Plugin Configuration' and a sub-header 'Configure Email Tool'. Below this, it says 'Configure Email Tool > Email'. The configuration fields are: 'SMTP Host' with value 'smtp.mail.com', 'SMTP Port' with value '2525', 'Does the SMTP need authentication?' with a checked checkbox, 'SMTP Username' with value 'admin', and 'SMTP Password' with masked characters '•••••'.

Figure 1: Email Setting

In the **Email** tab, customize the content of the email.

The screenshot shows the 'Email' tab of the 'Plugin Configuration' dialog box. It has a title bar 'Email' and a sub-header 'Configure Email Tool > Email'. The configuration fields are: 'From' with value 'info@domain.com', 'To (specific email address)' with an empty field, 'To (participant ID)' with value 'requester', 'CC' with an empty field, 'Subject' with value 'Application Approved', and 'Message' with a text area containing the text: 'Hi #requester.firstName#,
Your application has been Approved.'.

Figure 2: Customizing the Email Content

You may make use of [hash variables](#) in your email message to gain access to useful information such as requester's details, form data, etc.

Attachments

Configure Email Tool > Email > Attachments

Form

Form Upload Fields

Field ID

+

Files

Path	Type	File Name
	System Path	

+

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Figure 3: Including File Attachments

You can also include file attachments in the email by looking up the files uploaded in a form or by providing a system path or URL for external files.

Note: If you want to setup a task notification for new tasks, please see [User Notifications](#).

Verifying SMTP Server Connectivity

You will need to check with the server administrator on permission for connection/port for the SMTP server. A quick way to check connectivity to the server is to execute the following command:

```
telnet mail.sampleDomain.com 25
Connecting To mail.sampleDomain.com...
```

Upon successful connection, you will see this message:

```
+OK Microsoft Exchange Server 2001 POP3 server version 1.2.3.4 (sampleDomain.local) ready.
```