

# Email Delivery Options

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Exciting news! Our ConnectBooster Support documentation is moving to a new location. Be sure to bookmark the new link below.

<https://help.cb.kaseya.com/help/Content/0-HOME/Home.htm>

## FROM Address

Setting a custom "FROM" email address in the portal will change the appearance of the address displayed in your organization's email client (inbox).

If a "FROM" address is not set, the address will default to "*notifications@connectbooster.com*". This is less than ideal for customization, branding, and having the most professional appearance to your organizations as possible.

Benefits:

- Utilize our email server
- Improved recognition for clients
- Minimal setup effort (SPF Record management may be required)
- Handle high volume requests (important for other cool features!)
- Easily turn on [Email Tracking](#) by [contacting support](#)

To set this, navigate to Configurations + Client Emails + From Address.

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Send To

Install@ConnectBooster.com

Send Test

**From Address**

Custom From Email Address

**2** ap@democompany.com

Inbox Display Name

**3** Accounts Payable

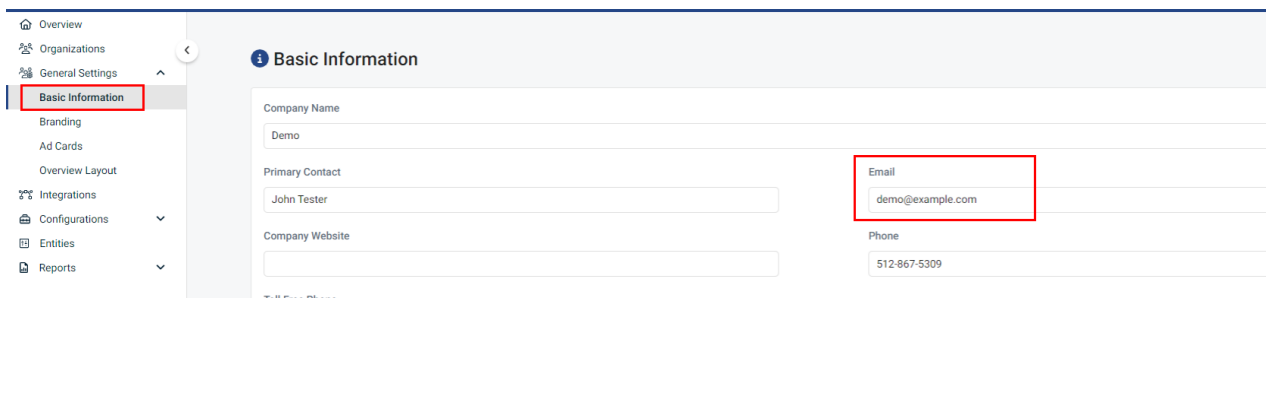
To avoid SPAM filtering we suggest you add SendGrid to your SPF records. [More information.](#)

**Inbox Display Name** is intended to define the friendly name most email software displays on the From column (Gmail, Outlook, etc.)

- If left blank, typically the email address is just repeated

Note: Setting a Custom "From" will also supersede the "Reply-To" address fallback under General Settings + Basic Information.

- This impacts the address the client is responding too when clicking the Reply button, for any [Client Email](#) communications.



## SPF RECORD SETUP:

*To help avoid SPAM issues when we send mail on your behalf (with your custom FROM domain), adding an SPF record with your DNS provider may help!*

### SendGrid

Our system back-end utilizes the popular mail delivery platform "**SendGrid**".

We recommend you add ---> include:sendgrid.net ~all or ip4:168.245.47.60.

*We also encourage our merchants to complete SendGrid's Sender Authentication (DKIM/DMARC) for the best domain protection and delivery chances.*

If you wish to take this step, please send an email request [support@connectbooster.com](mailto:support@connectbooster.com). We will send you three CNAMEs for your DNS records, and then verify with you when they are in place. This help assure the highest rate of deliverability for important ConnectBooster email communications.

For a full list of email best practices on deliverability, please see this article:

**SPAM BEST PRACTICES**

## Full Custom SMTP settings

**\*\*Please contact [support@connectbooster.com](mailto:support@connectbooster.com) if your business case needs the option to enter SMTP credentials.\*\***

SMTP Settings

Use Custom SMTP Settings

Host	Port
<input type="text" value="127.0.0.1"/>	<input type="text" value="0"/>
Username	Password
<input type="text"/>	<input type="password" value="....."/>

If needed, you can have our system hand-off the emails to your email server. You will need to verify if your email server is properly sending mail.

- Enter Host Name
- Enter Port #
- Enter Username/Password if applicable
- Enter From Address (For Office 365 users, it should be a dedicated inbox/licensed user type account)
- Save the changes
- Note: our system IP address may change at any point, and may not be a reliable method to allow traffic.

### Send Test Email

- Enter the email address to send a test email to.
  - The date of the last test email will be listed on this page along with any errors encountered.
    - *Please note, the send may not be immediate and you may need refresh or revisit the page after a few minutes.*
- If you don't receive a test email, you may need to consult your mail server logs/vendor documentation.

### Drawbacks to Custom SMTP

- Email history reporting visible in the portal will be limited and will not have the level of detail offered when using our primary mail delivery routes.
  - In portal email tracking is also not available when using custom SMTP
- Some mail servers implement message velocity limits, which can result in rejection and non-delivery of automated portal notifications (Office 365, for example rejects messages provided at more than 30 per minute)
- Maintenance and monitoring of a custom SMTP configuration to ensure successful delivery, is the responsibility of those who oversee the provided mail server.