



Email

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## Setting Up Lamplight to Send Emails

To send emails from Lamplight, you need to configure access to your email server. This guide explains what to do, and shows you how. There are detailed instructions for Microsoft Office 365 and Google Mail.

### Introduction

The only significant change in Lamplight moving to AWS servers is that Lamplight will no longer send email on your behalf through our own servers. You can use MailChimp with Lamplight for sending out bulk email (there is a video explaining how to set that up online at <https://youtu.be/93le5KkL5mA>). If you do not want to do that, or do not meet their terms and conditions, you will need to set up Lamplight to send email through your own email server.

This is a one-off task for the system administrator. There are some advantages to this change. Firstly, emails sent from Lamplight should appear in your sent mail box in your own email system. Emails will also be much more likely to get through spam filters, because they will be sent by your server, rather than ours (which is called Lamplight, and not where your email address is—see <http://www.lamplightdb.co.uk/getting-your-email-through/> for more on this).

You will need the following settings from your email server:

- SMTP address (something like *mail.myserver.com*)
- port (a number, often 25 or 587)
- authentication method (*plain*, *login*, or *crammd5*)
- SSL connection type (*none*, *SSL*, or *TLS*)
- username (often your email address)
- password

If you run your own email server, you will need to find this out yourself. If an IT company manages your email, ask them for these details. If you use Google Mail or Microsoft Office 365, there are further instructions below that show how to find the settings you need.

### Using Different Accounts for Each Operator

When doing this, you must decide whether you want to enter separate settings for each database operator, or send all email from Lamplight through a single email address.

If you use a single email account, all email sent in Lamplight will go through that account, whichever database operator sends it.

If using separate accounts for each operator, email sent by operator A will go via A's email account; email sent by operator B through B's account, etc.

If sending mass e-newsletters, then a single email address might be a good solution. If sending individual messages then perhaps separate settings for each database operator would be better. You can combine these: you can set it up to use individual accounts for some people, and others can use a generic one.

## Entering the Settings into Lamplight

Once you've got the connection details, you need to configure them in Lamplight. As a system administrator, log in, go to system administration, then in 'Manage Communication Settings' click on 'Set up sending all Lamplight email via a single email account'. **1**

**1**

**Manage communication settings**

- Add, edit and remove communication templates
- Edit types of logged communications
- Edit communication roles
- 1** Set up sending all Lamplight email via a single email account
- Enter settings for staff members to send email via their own email account

This screen lets you choose how emails are sent (whether from individual addresses or a single account) and lets you specify 'fall-back' email settings (i.e. for use when an individual email account has not been set up).

### Email settings - SMTP

This changes the settings for all emails sent, for everyone. In other words, if you just set these settings here, all emails sent from Lamplight will go through this one mailbox.

Which email server do you want to use?

Send all email through the server specified here ▾

If you send through individual email accounts, you need to enter these details for each member of staff. The details provided here will be used for anyone that does not have their own personal details.

Host name (e.g. mail.example.com)

Port (25 is the default)

Authentication

SSL type

Username

Password (for the SMTP email server)

save

If you want to use a single email for all database operators, select 'Send all email through the server specified here' and enter the account details that you have from your email provider.

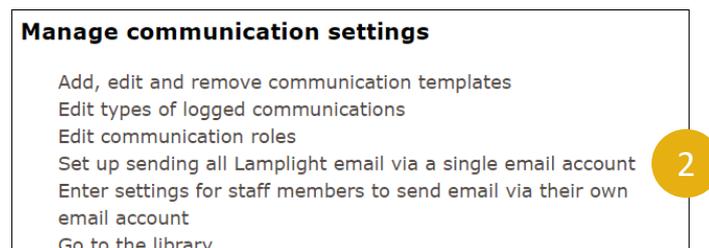
You might have a generic email account that you want to use here (such as info@). Enter the details for the account and click the 'save' button.

If you want to use this as a fall-back account, but also enter details for specific database operators, select 'Send email through individual email accounts', and complete the rest as above with the fall-back account that will be used for operators without email settings in Lamplight.

You need to log out and in again for the changed settings to take effect.

## Setting Up Details for Individual Operators

To add email settings for individual operators, go to admin > system administration, and click on 'Enter settings for staff members to send email via their own email account'. **2**



You will see a simple list of operator names. Click a name to see a similar form that lets you add the connection details for that person.

### Email settings - SMTP for Matthew Parker

This changes the settings for you personally. You will also need to set the preferences in the main email settings screen to use these settings.

Host name (e.g. mail.example.com)

Port (25 is the default)

Authentication

SSL type

Username

Password (for the SMTP email server)

save

Enter details of their email account here and click the 'save' button. Repeat this for each database operator to set up sending from their own email account.

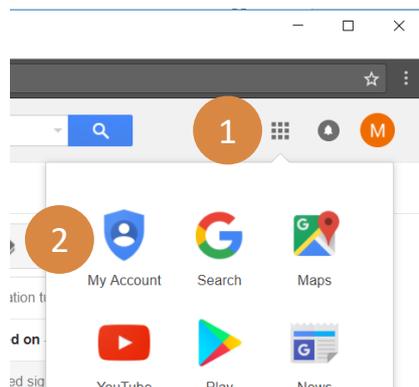
Once that has been completed, you must log out and in again for it all to take effect.

Both Gmail and Outlook have different approaches depending on whether you have two-factor authentication enabled on your account (we strongly recommend using two-factor authentication).

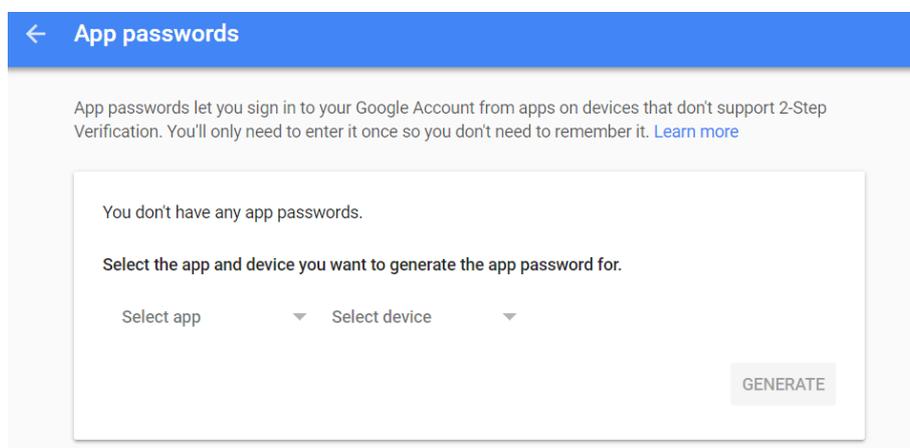
## Gmail With Two-Factor Authentication

To acquire the settings from a Gmail account with two-factor authentication enabled, follow these steps:

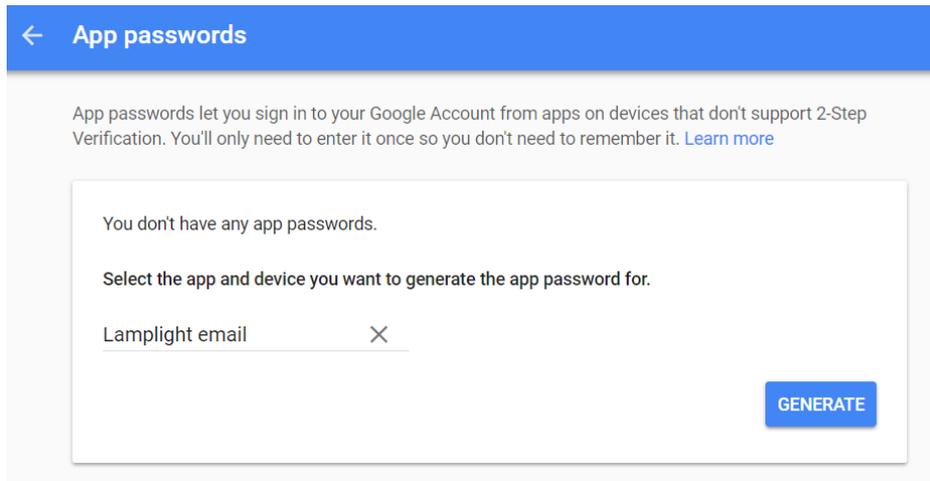
- Log in to your Gmail account.
- Click on the 'Google apps' menu in the top-right corner. **1**
- Click on 'My Account'. **2**



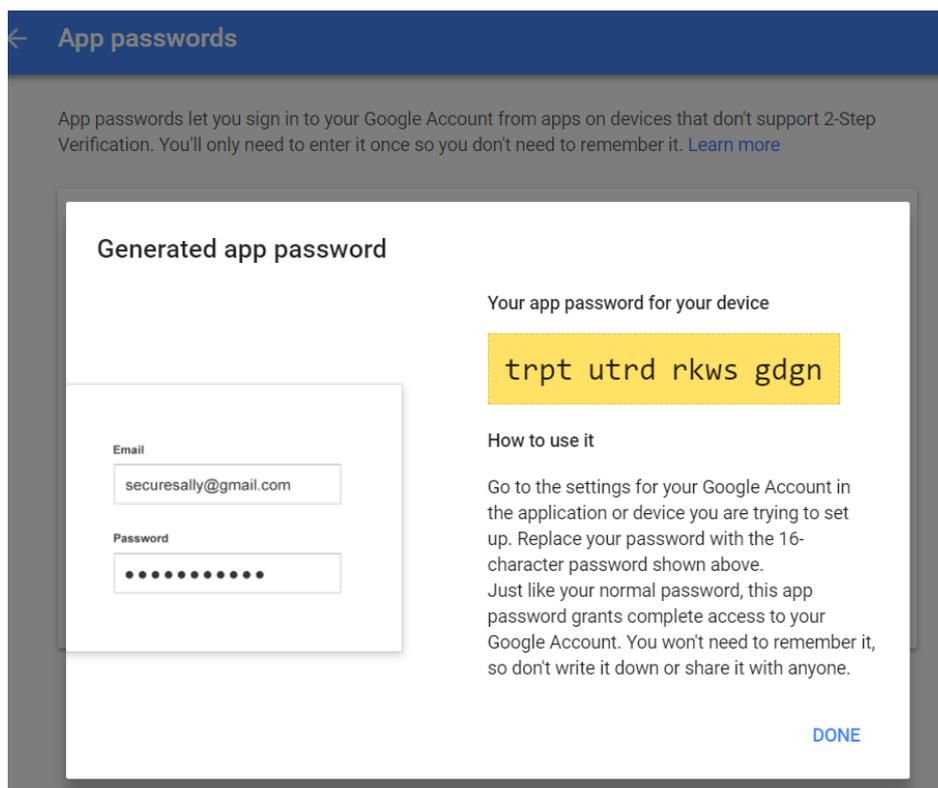
- Click 'Sign-in & Security'
- In the 'Signing in to Google' section, click 'App passwords'. You'll need to enter your password again at this point.
- You should see this:



- Click 'Select app'. Select 'Other (Custom name)'.
- Type in a name (this can be anything, we suggest 'Lamplight email').



- Click the 'Generate' button.
- You will see the Generated app password screen, something like this:



- This is the password you will need to enter into Lamplight. You cannot see this again, so you need to copy the 16 character app password from here and paste it directly into Lamplight.

## Email settings - SMTP for Matt Parker

This changes the settings for you personally. You will also need to set the preferences in the main

<i>Host name (e.g. mail.example.com)</i>	<input type="text" value="smtp.gmail.com"/>
<i>Port (25 is the default)</i>	<input type="text" value="587"/>
<i>Authentication</i>	<input type="text" value="login"/>
<i>SSL type</i>	<input type="text" value="TLS"/>
<i>Username</i>	<input type="text" value="me@lamplightdb.co.uk"/>
<i>Password (for the SMTP email server)</i>	<input type="text" value="trptutdrkwsgdgn"/>

### The Gmail Settings

Host name	smtp.gmail.com
Port	587
Authentication	login
SSL type	TLS
Username	<email address>
Password	<app password you generated>

You can delete app passwords at any time to revoke access, preventing Lamplight from sending emails via Gmail. You could also create multiple app passwords for a single account, and use them for different operators.

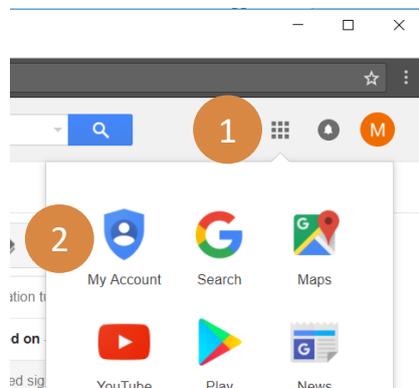
There are some limits on how many emails you can send. The current limits are set out here: <https://support.google.com/a/answer/166852?hl=en>

## Gmail Without Two-Factor Authentication

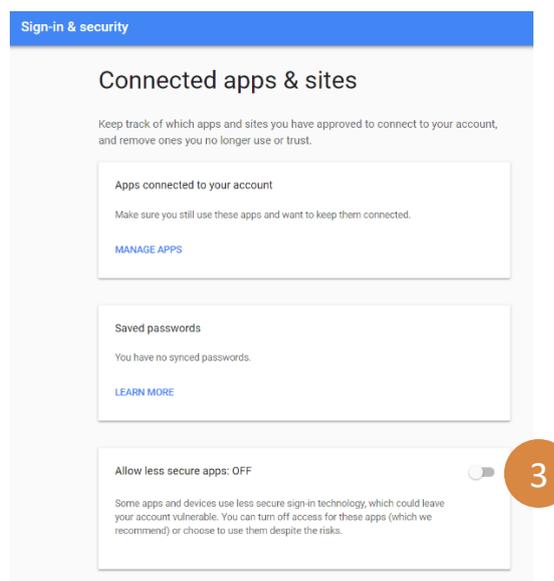
We strongly recommend that you enable two-factor authentication on your email account and follow the previous instructions. If you lose access to your email account, all other accounts are left highly vulnerable as an attacker requests new passwords.

If you do not, or cannot, follow these steps to set up email in Lamplight for an account without two-factor authentication:

- Log in to your Gmail account.
- Click on the 'Google apps' menu in the top-right corner. **1**
- Click on 'My Account'. **2**



- Click 'Sign-in & security'.
- Scroll down to the 'Connected apps & sites' section. You will see 'Allow less secure apps' (it will probably be OFF).
- Click the slider to turn this on. **3**



- You will now be able to enter the settings into Lamplight, using the same password that you use to log in to Gmail (having to tell Lamplight your email password is why two-factor authentication is better).

The screenshot shows a navigation bar with three tabs: 'finances', 'library', and 'system administration'. Below the navigation bar, the page title is 'Email settings - SMTP for Matt Parker'. A note states: 'This changes the settings for you personally. You will also need to set the preferences in the main er'. The settings are as follows:

Host name (e.g. mail.example.com)	smtp.gmail.com
Port (25 is the default)	587
Authentication	login
SSL type	TLS
Username	me@lamplightdb.co.uk
Password (for the SMTP email server)	myGmailLoginPassword

- You will only be able to send email in Lamplight where the reply-to email address is your email address.

### The Gmail Settings

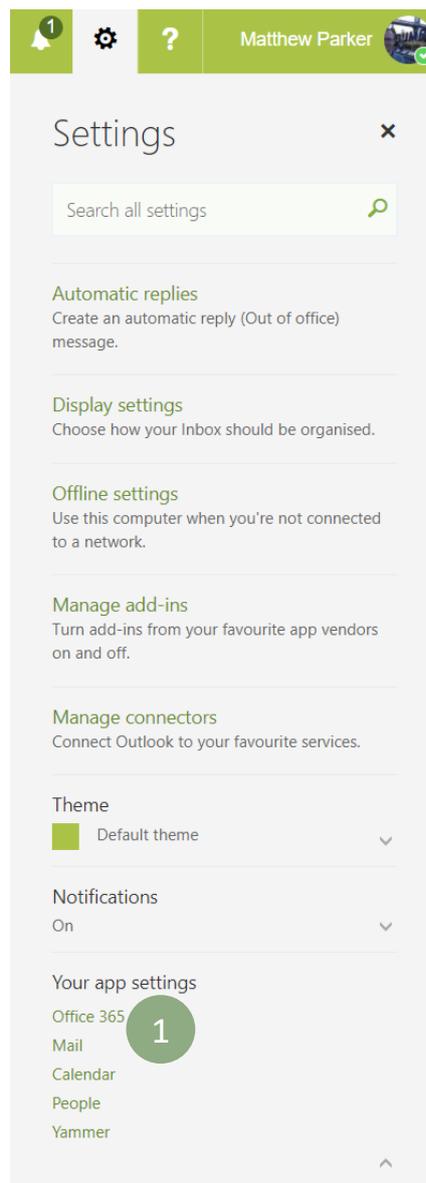
Host name	smtp.gmail.com
Port	587
Authentication	login
SSL type	TLS
Username	<email address>
Password	<your Gmail login password>

There are some limits on how many emails you can send. The current limits are set out here: <https://support.google.com/a/answer/166852?hl=en>

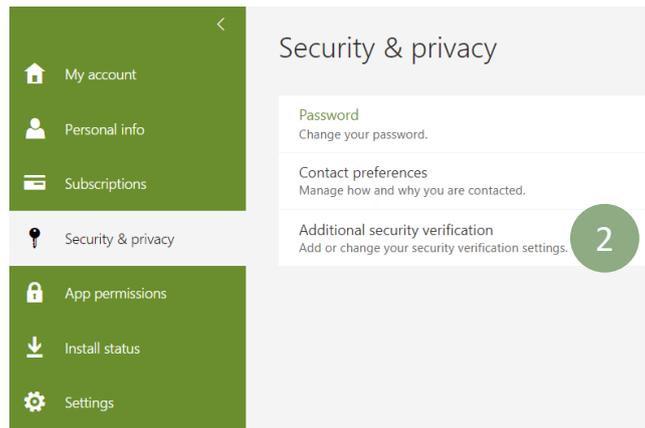
## Outlook With Two-Factor Authentication

Follow these steps to generate an App password:

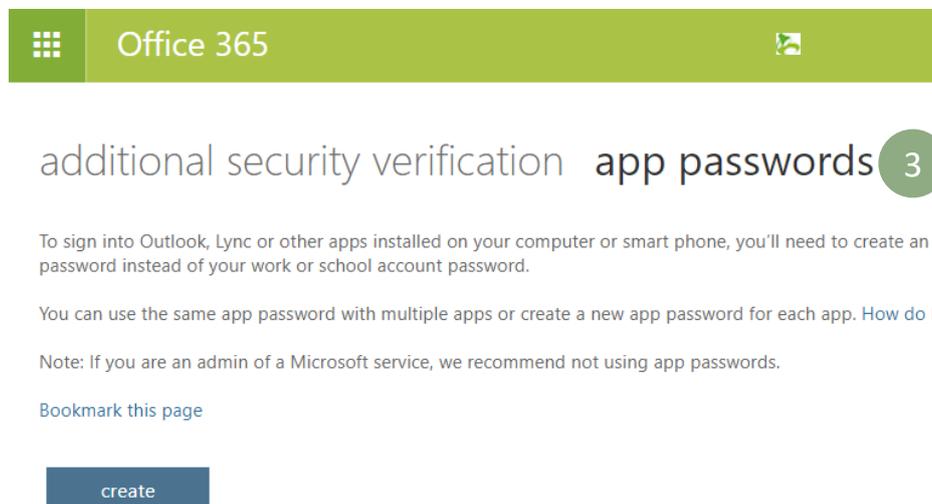
- Log in to Outlook online.
- Click 'Settings', then 'Office 365'.



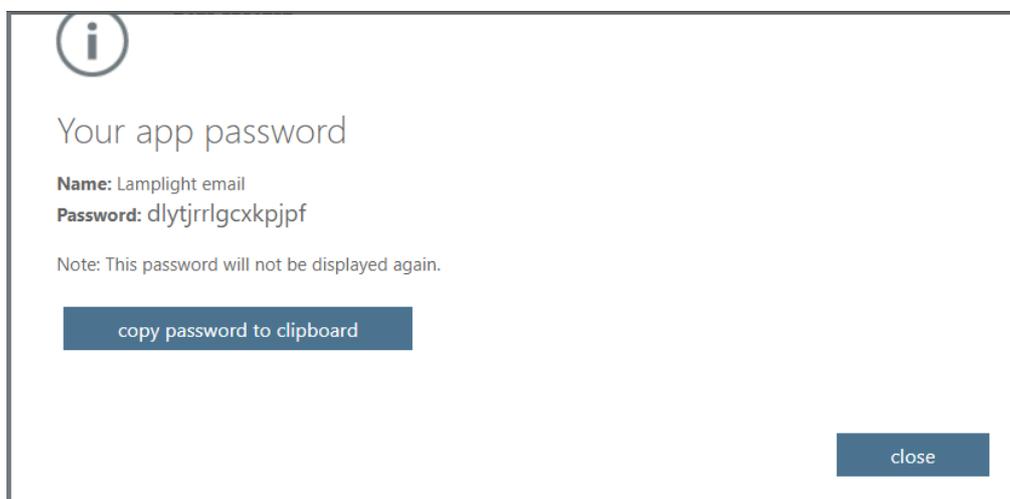
- A new tab will open. Click 'Security & privacy' on the right-hand menu.
- Click 'Additional security verification'. 2



- Click 'Update your phone numbers used for account security'. Another new tab will open.
- Click 'app passwords' near the top of the screen. 3



- Click the 'create' button.
- Enter a name for the app password. This can be anything, we suggest 'Lamplight email'. Click 'next'. You will see something like this:



- Click the 'copy password to clipboard'.
- Open a new browser tab and log in to Lamplight to enter these settings.



## Email settings - SMTP for Matthew Parker

This changes the settings for you personally. You will also need to set the preferences in the mail

<i>Host name (e.g. mail.example.com)</i>	<input type="text" value="smtp.office365.com"/>
<i>Port (25 is the default)</i>	<input type="text" value="587"/>
<i>Authentication</i>	<input type="text" value="login"/>
<i>SSL type</i>	<input type="text" value="TLS"/>
<i>Username</i>	<input type="text" value="me@lamplightdb.co.uk"/>
<i>Password (for the SMTP email server)</i>	<input type="text" value="dlytjrrlgcxkjpj"/>

## Office 365 Settings

Host name	smtp.office365.com
Port	587
Authentication	login
SSL type	TLS
Username	<email address>
Password	<app password just generated>

## Outlook Without Two-Factor Authentication

**We strongly recommend that you enable two-factor authentication on your email account and follow the previous instructions. If you lose access to your email account, all other accounts are left highly vulnerable as an attacker requests new passwords.**

If you do not, or cannot, you do not need any special settings in office365.com, you can just enter the following into Lamplight:

Host name	smtp.office365.com
Port	587
Authentication	login
SSL type	TLS
Username	<email address>
Password	<your Outlook password>

Having to tell Lamplight your email password is why two-factor authentication is better.