

# Mailboxes

The reason behind adding this new functionality was to have access to all emails sent out from/to Sales Panel Message of the section 'Requests/Quotes', in folders of the user's email mailbox (Inbox/Outbox). Now it is also possible to use this feature in OPS, while using Multi-leg Requests module and sending other OPS requests (it doesn't apply to Handling Requests).

## Setting up



In a section **Settings**, we have added a new panel **Mailboxes**. Enter this panel and click

**ADD MAILBOX**

at the bottom of the page - a new window will show up for 'Mailbox' configuration, which needs to be filled in with details, such as:

- **Mailbox name** - it's simply a name of the mailbox, by which you will identify that in the system
- **E-mail** - the address of the mailbox
- **Authorization** - allows to select authorization method: Basic, Google Workspace, Office365 or Office365 Shared
- **Keep copies of messages on Leon servers** - option to store copies of messages on Leon servers. The message in tab 'Messages' has to be read (opened) and once it is, Leon uploads it to the servers. This way, the message doesn't disappear from Leon when it is deleted from the inbox
- **Use IMAP** - this will allow including (checkbox ticked) or excluding (unticked) the IMAP from the mailbox settings. If the IMAP is excluded, Leon will still send the messages, however, the reply will not be visible in Leon
- **Send emails carbon copy (CC) to this mailbox** - this feature allows you to send the copies of the messages to the mailbox itself, as a CC, so you can have them in your mailbox even if you don't use IMAP synchronization
- **Suspended** - the mailbox can be suspended automatically in case of connection error between Leon and the mailbox servers. One of the possible reasons can be incorrect configuration, change of credentials, etc. If the mailbox is suspended, please verify the settings, untick the "suspended" checkbox, load folders and save the configuration

## Basic authorization

Basic authorization mailbox configuration window

To use basic authorization method enter SMTP and IMAP details.

- **SMTP configuration** - SMTP host, SMTP port, Username, Password & Protocol. This setting is required to allow Leon sending messages using your email address
- **IMAP configuration** - same as above, however, IMAP is not required unless you want to have your inbox (replies to your messages sent from Leon) to be visible in Leon as well

## Gmail with 2-Step Verification

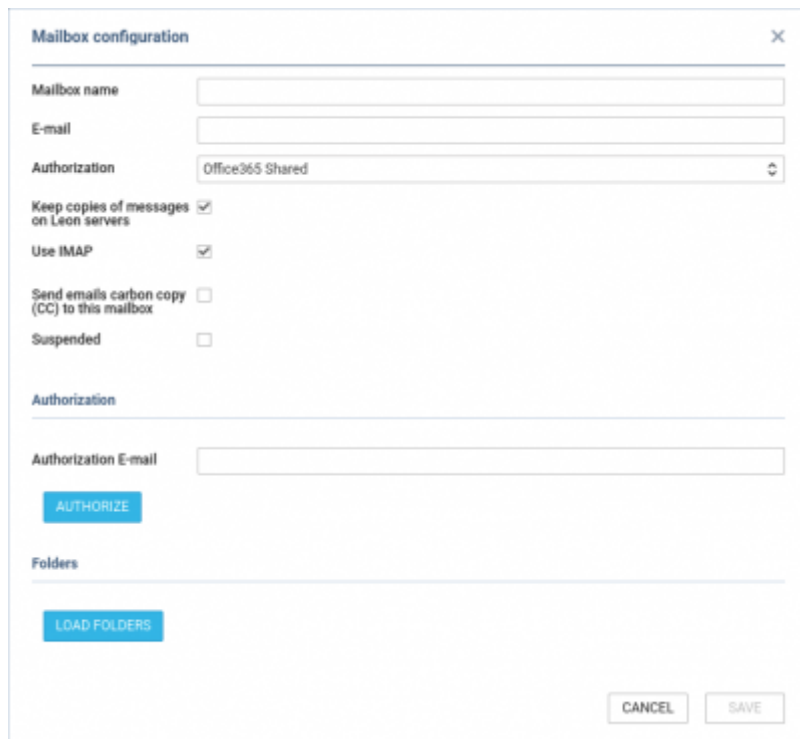
If you have 2-Step Verification enabled on your Gmail account, please use [App Password](#) to configure your mailbox in Leon, or use Google Workspace method.

## Office 365

If you use Office 365, it is recommended to authorize using Office 365 method. If you want to use Basic Authorization and you are unable to configure the mailbox in Leon this way, please use contact your Office 365 administrator to confirm that [Basic Authentication](#) and [SMTP AUTH](#) are **enabled**.

If you use two-step verification with Office 365, you will also need the [App Password](#) to configure your mailbox in Leon.

## Office 365 Shared Mailboxes



The screenshot shows a 'Mailbox configuration' dialog box. It has a title bar with a close button (X). The form contains the following fields and controls:

- Mailbox name:** A text input field.
- E-mail:** A text input field.
- Authorization:** A dropdown menu with 'Office365 Shared' selected.
- Keep copies of messages on Leon servers:** A checked checkbox.
- Use IMAP:** A checked checkbox.
- Send emails carbon copy (CC) to this mailbox:** An unchecked checkbox.
- Suspended:** An unchecked checkbox.
- Authorization section:** A sub-header followed by an 'Authorization E-mail' text input field and a blue 'AUTHORIZE' button.
- Folders section:** A sub-header followed by a blue 'LOAD FOLDERS' button.
- Bottom buttons:** 'CANCEL' and 'SAVE' buttons.

Office 365 Shared mailbox configuration window

If you use Office 365 shared mailbox, it is recommended to use Office 365 Shared method. For basic authorization, the username is a combination of your username and shared mailbox alias. For example:

Your username: `personal@testaddress.aero`

Shared mailbox alias: `shared`

Shared mailbox username: `personal@testaddress.aero\shared` or `personal@testaddress.aero\shared@testaddress.aero`

## Google Workspace / Office 365

In this method, after clicking **AUTHORIZE** button, you will be redirected to Google Workspace or Office 365 (depending on the method selected), where you can log in to the e-mail selected and authorize Leon to access your mailbox.

### Office 365 Shared

In this method, in the **Authorization E-mail** text box you need to enter a-mail address which is used to access the shared mailbox. After clicking **AUTHORIZE** button, you will be redirected to Google Workspace, where you can authorize Leon to access your shared mailbox.

# Sending an e-mail using a mailbox

If an email address added to a field **Reply to** defined in **Email Templates** is the same as the one defined in **Mailboxes** panel, emails will be sent using that mailbox.

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ADD INTERNAL MESSAGE

REPLY TO CUSTOMER

AVINODE

EMAIL

Template

Follow up

To

CC

BCC

FROM

Thomas Delta

REPLY TO

info@manairways.com

SUBJECT

Request: L-M7POML // 13 Nov 2020 // EPWA // Warsaw Frederic Chopin - UUWW // Moscow/Vnukovo

Dear Sean Davis

Kindly check the attachment with catering offer for the upcoming trip.

Kind Regards,

Thomas Delta

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