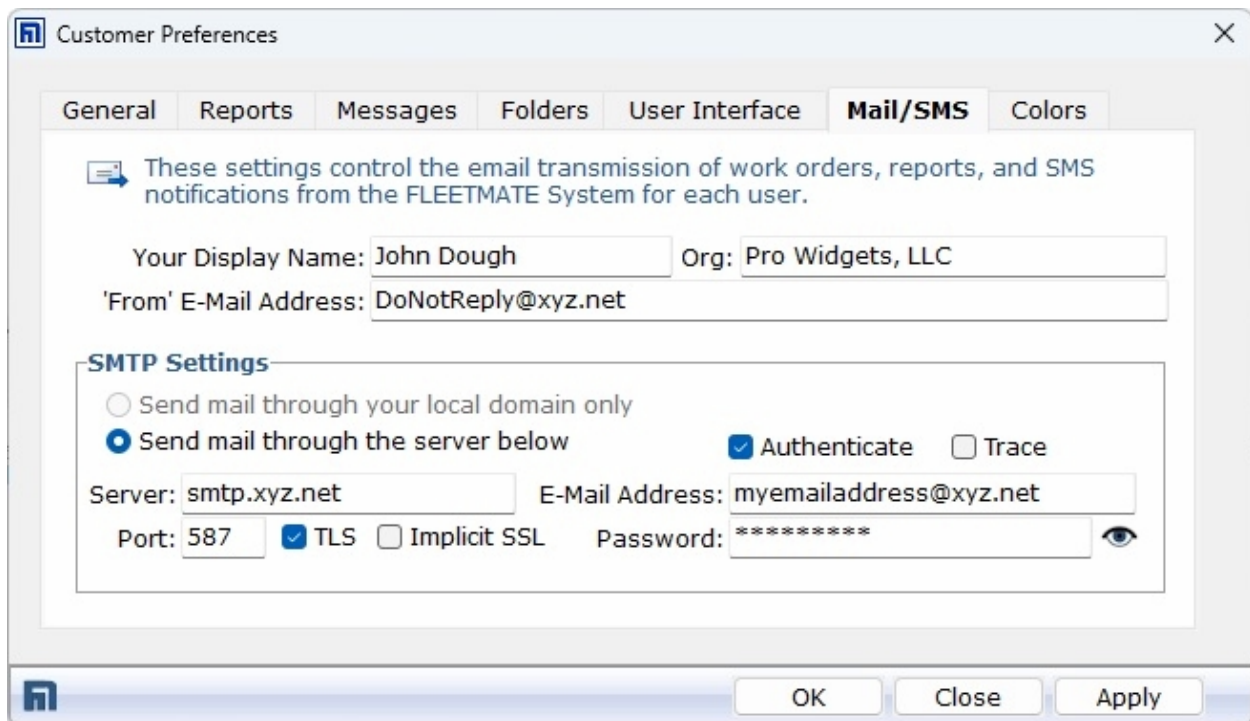


CUSTOMER GUIDE: Email Setup

Overview

FLEETMATE is capable of sending reports, work orders, and Invoices as email attachments to various email recipients. All attachments will be distilled as Adobe® PDF documents. In order to activate this functionality, you will need to define several values. This document will explain what these settings represent, and how these settings should be defined.

To proceed, start FLEETMATE, click Options | Preferences..., and then select the **Mail/SMS** tab as pictured below.



Example of the Mail/SMS Tab under Options | Preferences...

FLEETMATE only **transmits** email. There is no inbox functionality, meaning that FLEETMATE does not receive email.

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Settings

- **Your Display Name:**
 - This value determines how your name will appear to the email recipient.
- **Org:**
 - This value represents your organization/company name.
- **'From' Email Address:**
 - This is how your email 'From' address will appear to the email recipient. Since this will be a one-way transmission, this will typically be defined with a DoNotReply address, so that the end-user knows not to attempt a reply.
- **Server:**
 - This specifies the SMTP server that will transmit the mail. This may be a host name, resolved by DNS, or it may be a fixed IP address entered in dotted octet format. Check with your IT staff for the correct server value to use for your company, and for additional information.
- **Port:**
 - This is the SMTP port number that will be used to send the mail. A common SMTP port number will be 587. Check with your IT staff for the correct value to use, and for additional information.
- **TLS:**
 - Check this box to enable encrypted email transmission. This is typically checked when using port number 587. However, your SMTP server must be configured to support TLS. Check with your IT staff for additional information.
- **Implicit SSL:**
 - Check this box to enable a prior type of encrypted email transmission, but only if your SMTP server supports it. This is typically checked when using port number 465. Check with your IT staff for additional information.
- **Authenticate:**
 - Check this box if your SMTP server requires authentication. Most SMTP servers do require authentication. If you check this box, you will need to provide the E-Mail Address and Password credentials below.
- **E-Mail Address:**
 - This is the email address that will be used for authentication with your SMTP server. This can be different from your personal email address. However, the SMTP server that you define must recognize this email address. Therefore, it is common for the domain defined in the SMTP server value, to also be the same domain used in this email address.
- **Password:**
 - This is the password for the email address above. If the password is not correct for the above email address, authentication will fail, and the mail will not be sent.
- **Trace:**
 - This feature is designed to be used only when directed to do so by FLEETMATE technical support personnel.

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GMAIL

In late-May 2022, Google changed the way GMail authentication is performed when using applications like FLEETMATE. If using Gmail, follow the steps below to setup FLEETMATE to support its email functionality.

1. Sign-In to your Google Account.
2. Activate **Two-Step Verification**, generate a 16 character **App Password**, and then copy the 16-character App Password that was generated to the Windows clipboard. The link below provides additional information.
 - a. <https://support.google.com/mail/answer/185833?hl=en>
3. Start FLEETMATE.
4. Go to the **SMS/Email** tab under **Options | Preferences...** in FLEETMATE.
5. Under the **SMTP Settings** area, enter **smtp.gmail.com** as your Server.
6. Enter Port **587** and check the **TLS** Box.
7. Enter your GMail email address in the **E-Mail Address** field.
8. Paste the App Password that was generated and copied in step#2, into the **Password** field. This unique password will be different from the password you would normally use to authenticate to your GMail account. This is normal.
9. Click **OK**.
10. Exit and Restart FLEETMATE.

Note: These instructions were valid as of June 1, 2022. If you encounter any difficulties, please review the latest Google documentation, or contact us for assistance.