

E-Mail Parameters

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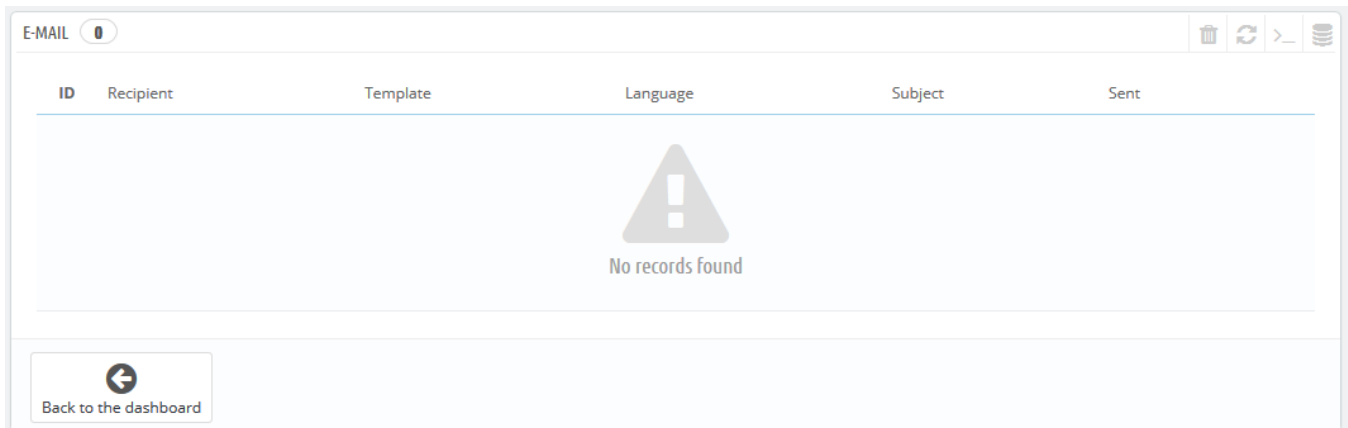
Your shop sends many messages throughout all the steps of registration and placing an order. Here, you can configure how these messages will be sent, and what are the messages that were sent.


PrestaShop Cloud user?


If you are using PrestaShop Cloud for your online store, there are some specific information you need to know about your email configuration. Please see this page: <http://doc.prestashop.com/display/CLOUD/Managing+your+email+domain+name>.

E-mail

The first section of the page presents you with a list of all the e-mails that were sent from PrestaShop, with the recipient, the template used, the language of the message, the subject of the e-mail and the status of the action.



ID	Recipient	Template	Language	Subject	Sent
 No records found					

 Back to the dashboard

Email

This is where you decide how your emails are sent and received.

The form has three sets of options:

✉ EMAIL

Send email to ▼

Where customers send messages from the order page.

Use PHP's mail() function (recommended; works in most cases)

Set my own SMTP parameters (for advanced users ONLY)


Never send emails (may be useful for testing purposes)

Send email in HTML format

Send email in text format

Both

Log Emails

 Save

- **Send email to.** This is a front-end setting. At the end of the checkout process, a client can leave a message to your staff. You can choose to whom this message will be sent by selecting from the drop-down list.
- **Email parameters:** how emails are technically sent. Choose among the three. See below for more information.
- **Email format:** how email are visually sent. Choose among the three. See below for more information.
- **Log Emails.** Disable if you no longer want to keep track of the emails sent by your shop, as shown in the Email section above.

Technical configuration

Configure PrestaShop to send emails to your customers. We strongly advise you that you consult your web host to determine which settings to use for this feature. The options are:

- **Never send e-mails.** Keep this setting for testing purpose. Once your shop is public, you should never use this setting.
- **Use the PHP mail() function.** This option is recommended by default. In the event that this does not work, then use the SMTP option below.
- **Set my own SMTP parameters.** In this case, a new section appears, with more fields. The information for these fields should be provided by your web host: mail domain name, SMTP server, SMTP user, etc. Make sure to transcribe exactly what your web host provides you with.

i The SMTP configuration information can be provided to you either by:

- Your system administrator,
- Your host,
- Your ISP,
- Your e-mail provider.

The screenshot shows a web-based configuration interface for email. At the top left, there is a gear icon followed by the word "EMAIL". Below this, there are several input fields and a dropdown menu:

- Mail domain name:** An empty text input field.
- SMTP server:** A text input field containing the text "smtp".
- SMTP user:** An empty text input field.
- SMTP password:** An empty text input field.
- Encryption:** A dropdown menu currently set to "None". Below it, a small note reads: *//! SSL mod seems to not be installed on your server.*
- Port:** A text input field containing the number "25".

In the bottom right corner of the configuration area, there is a "Save" button with a floppy disk icon.

Your web host can tell you whether or not your username is mandatory, as well as the password information, and the encryption to use.

For example, in the case of Gmail (the e-mail service offered by Google), you might have to enter information such as the following one:

- SMTP server: smtp.gmail.com
- User: my.user.name@gmail.com (example)
- Password: RT22UE87 (example)
- Encryption: SSL
- Port: 465

Visual configuration

There are two formats available for e-mails: HTML is great to look at, but might not work everywhere; text is dull to look at, but work everywhere.

You can choose to use only one of the two, or both. Both is the recommended way.

Test your email configuration

Once you have configured your e-mails using one of the two available methods, enter your own e-mail address in this section, then click the "Send an e-mail test" button.

Now check the inbox of the address provided to verify that you indeed have received the test e-mail, in the correct format. If you have not received it, update your configuration with the correct information.

⚙️ TEST YOUR EMAIL CONFIGURATION

Send a test email to



Send a test email