Configure Database to Receive Email

Speech	Cursor Actions
Sumac can receive email directed to specific email accounts. This enables you to integrate incoming email messages with contacts and their communication preferences in Sumac, without having to switch between Sumac and another email program.	
For example, perhaps you use Sumac to email your newsletter. In your newsletter, you ask people who want to be removed from the newsletter to send an email to a particular address. Sumac can receive these emails, and manage the communication preferences of the contact who sent the email, to ensure that the sender does not receive the newsletter in the future. Before you can start receiving email, you need to define incoming email accounts.	Show slide.
In order to set this up, you must log in as an Administrator.	Show Sumac Console.
Click Utilities, Customize Database, and Lookup Lists.	Expand Utilities. Expand Customize Database. Click Lookup Lists.
Choose the area Contacts,	Choose "Contacts."
and the Lookup List Incoming Email Accounts.	Choose "Incoming Email Accounts."
Click New, and enter the information for the incoming email account.	Click New.
Name is a brief name that identifies this incoming email account. For this example, we'll name the incoming account "Remove from Newsletter."	Enter name "Remove from Newsletter."
A POP Server is used to receive email over the Internet. Enter the name of the POP Server that manages the email account of interest, and the port number on which to connect to the POP Server.	Enter POP server and port number.
Enter the user name and password which tell the POP Server which incoming email account is to be used.	Enter POP server user and password.
If the POP Server has extra security, click this checkbox to tell Sumac to use the more secure SSL protocol when connecting to the POP Server.	Point to checkbox.
SMTP Servers are used to send email over the Internet. When you use Sumac to *receive* email on this account, it is often convenient to be able to instantly *send* a response to it.	Point to SMTP field.
If you want to be able to do that, then you must tell Sumac which SMTP server to use.	Fill out SMTP field.

Use the SMTP Server fields to specify the SMTP server and port number for sending email, and the User and password required to connect to that SMTP Server.	Fill in port number, user, password.
Use the Outgoing Email fields to specify the default name and email address of the sender of these response emails.	Fill in display name.
Often incoming Email is used to process requests to add or remove a contact from a mailing list.	Fill in "From" address.
In Sumac, mailing lists are identified by communication preferences in contact records. If the purpose of this incoming email account is to add or remove contacts to or from a mailing list,	Point to Communication Type drop-down menu.
then choose the corresponding communication type to enable Sumac to automatically add and remove contacts from the appropriate list.	Choose "Remove from Newsletter."
Click OK to save the new incoming email account.	Click OK.
Now that you've configured Sumac to receive email, you can choose which users have the ability to receive those emails in Sumac.	Open Users.
In the Sumac console click Utilities, Sumac Administration and Users.	Show Console. Expand Sumac Administration. Click Users.
Edit the user record for each user who is allowed to receive email, turning on the Receive Email capability.	Open user profile. Click Receive Email checkbox.
Click OK to save the change and now that user is able to receive email using Sumac.	Click OK.
Check out more training videos to learn more about Sumac.	