EMail server configuration - Google Apps for Business

CONFIGURING YOUR GOOGLE APPS FOR BUSINESS ACCOUNT
To create a new user

NOTE: Google charges based on number of users, so creating new accounts will increase your monthly bill.

1. Sign in to the **Google Admin console**.
2. Click **Users**.
3. Select the organizational unit to which you want to add the user.
4. Click the **Add User** icon in the new Admin console, or **Add users** if you are in the classic Admin console.
5. Select the **Create user manually** option and click **Continue**.
6. Enter the new user's **First Name**, **Last Name**, and **Primary email address** in the appropriate fields.
7. If applicable, select the home domain for the user.
8. (Optional) Set the user's initial password.
9. Click **Create new user**.
10. Click **Done**.

NOTE: Google mail accounts created after September 15, 2015 will require the *allow less secure apps* setting to be enabled. For more information, please see the following link:
https://www.google.com/settings/u/0/security/lesssecureapps

To enable IMAP in Google Apps for Business
1. Sign in to the **Google Admin console**.
2. Do one of the following:
-     In the classic Admin console, click **Settings** => **Gmail**.
-     In the new Admin console, click **Google Apps** => **Gmail** => **Advanced settings**.
3. In the Organizations section, highlight your domain or the organizational unit for which you want to configure settings (see Configure email settings for an organizational unit for more details).
4. Under POP and IMAP Access, clear the check box for **Disable POP and IMAP access for all users in the domain**.
5. Log into GMail using each user, and enable IMAP under the **Forwarding and POP/IMAP** section.

IMAP and SMTP Settings

When configuring the prairieFyre software, you will need incoming and outgoing email settings.

OUTGOING
SMTP Server: **smtp.gmail.com**
Use SSL: **Yes**

SMTP Port: **587**
Connection Timeout: **30**

From Name: ***default sender name***
From Email Address: ***default sending email address***

SMTP Authentication Required: **Yes**
Username: ***Full email address***
Password: ***Password***
Domain: ***Your domain***

INCOMING
Enable Incoming Server Settings: **Yes**
Use TLS: **Yes**
Incoming Server: **imap.gmail.com**
Incoming Port: **993**
Connection Timeout: **30**
Incoming Folder: **Inbox**
Incoming Logon Information... Same as Outgoing Server: **Yes**

CREATING AN EMAIL ALIAS

prairieFyre recommends creating one email address with multiple aliases.

An email alias is an alternative email address that points to an existing user account. For example, the user bill@subsidiary.com might also want to receive email addressed to william@subsidiary.com. If you create william@subsidiary.com as an email alias for bill@subsidiary.com, Google Apps will deliver email for both of these addresses to the same Gmail inbox.

1. Sign in to the Google Apps administrator control panel.

*The URL is https://www.google.com/a/cpanel/**primary-domain-name**, where **primary-domain-name** is the domain name you used to sign up for Google Apps.*

2. Find the user account which was created for EMail queues. You can use either the **Search** or **Browse** function.

- **Search:** Enter the user name in the search box at the top of the Google Apps control panel, then click Search accounts.
- **Browse:** Click the Organization & users tab from the top menu. Select an organization from the organizational structure on the left.
3. Click the row for the user account. This will display the *user information* page.

4. Click **Add a nickname**.

5. Enter the desired username into the provided text box. (The username will be the portion before

the @ symbol in the email address)

6. Select the domain for the nickname.

If you have secondary domains associated with your Google Apps account, the field to the right of the @ sign is a drop-down list with the available domains. The domain you select will be the portion of the user's email address that appears after the @ sign. (If you have a domain alias for your primary domain, every email address in the primary domain automatically has an email alias address in the alias domain.)

7. Click **Save Changes**.

CREATING A SEND-FROM ALIAS

This configuration is required so the agents can send using the email addresses represented by the queues (i.e. support @pf.com or sales@pf.com) using one email account.

Gmail lets you send messages with another of your email addresses listed as the sender instead of your Gmail address. This feature helps you manage multiple accounts from the Gmail interface; it works only if you already own the email account linked to the alternate address. To send mail from a different Gmail username, you'll first need to sign up for that address. Select an option below for instructions on how to add your other addresses to your Gmail account.
To be able to proceed, you will need:

- Your Google Apps domain (which is the text after the @-sign in your username)
- The URL to your Google Apps inbox (eg. https://www.google.com/a/domain.com/ServiceLogin?service=mail)
- Your Google Apps account-details: Username (same as your email, eg. john.smith@domain.com) and password
- Your Google Apps nickname(eg. john@domain.com). If you don't have a nickname for your account, ask your Google Apps administrator.

1. Log in to Google Apps inbox.
2. Go to **Settings/Accounts**.
3. Click on **Add another email address you own**.
4. In the field **Email address**, enter your nickname (see above).
5. Click on **Next step**.
6. Now, click on **Send verification**. This will send an email to the specified nickname, which just is an alias for your email address. That means that the email will be sent to your inbox.
7. Click on **Close window** and go to your **Inbox**.
8. You should have a new email in your inbox with the title **"Organization name Confirmation – Send Mail as nickname@domain.com"**. Click on the long link in the email.
9. Go to **Settings/Accounts**. Under **Send email as**, choose the option **"Reply from the same address the message was sent to"**.

To test your new nickname:

1. Click on **Compose mail**.
2. In the **From** field, select the nickname.

3. Enter your Google Apps accounts username in the **To** field.

4. Enter a subject in the **Subject** field, and some text in the text box.

5. Click on **Send**.

6. Go your **Inbox** and check for a new email. This message should display that it came from the nickname.

You can have multiple nicknames. If you have more nicknames, just follow the first 8 steps for those names too.

APPLIES TO

7.0 or newer, please consult the System Engineering Guide for version compatibility on a specific release.

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http://micc.mitel.com/kb/KnowledgebaseArticle51960.aspx

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