How custom SMTP from/reply impacts the email template from/reply to fields

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With each of the reader email templates, you can set custom **From Name** and **Reply To** fields. In the **SMTP** configuration, you also set a **Send From Name** and **Reply To** address.

When SMTP for reader emails is enabled, the SMTP Send From Name and Reply To address are used as the defaults.

So when the From Name or Reply To fields in the email template are left blank, the SMTP's Send From Name and Reply To settings are used. When the From Name or Reply To fields in the email templates have values entered, those values are generally used instead of the SMTP settings.

> Some SMTP providers don't support separate Send From Addresses or Send From Names. In those cases, emails sent via SMTP will always use the address and name specified in the SMTP configuration, rather than what's used in the **Readers > Settings** email templates.

For example, let's consider this set-up:

SMTP Settings

ⓘ Use your own email service via SMTP to send reader emails.

Enable SMTP	☑ Use SMTP to send all reader emails
SMTP Host*	smtp.gmail.com
Port*	587
Send From Address*	▮▮▮▮▮▮▮▮
Reply To Address	kate@knowledgeowl.com
Send From Name	QA Cheesetopia
Unauthenticated	☐ My SMTP server does not utilize a username / password
Username*	▮▮▮▮▮▮▮▮
Password*	Update Password

Send Test Email

Save

Reader Welcome Email

From Name

Linus Owl

Reply To

linus@knowledgeowl.com

Subject

Knowledge Base Magic

Body

```
<p>Hi [reader("first_name")]!</p>
<p>You have been invited to the following knowledge bases:</p>
[reader("projects")]
<p>--------------</p>
<p>You may log in with the following credentials:</p>
<p>Username: [reader("username")]<br />
<p>Password: [reader("password")]</p>
<p>--------------</p>
<p>We hope you like cheese</p>
<p>because we <strong>REALLY</strong> like cheese</p>
```

-- Select a Merge Code --

Reader Password Reset

From Name

Reply To

Subject

Knowledge Base Password Reset Request

Body

```
<p>Hi [reader("first_name")]!</p>
<p>Your password has been reset. Please log into any of the following knowledge bases and
update your password:</p>
[reader("projects")]
<p>--------------</p>
<p>You may log in with the following credentials:</p>
<p>Username: [reader("username")]</p>
<p>Password: [reader("password")]</p>
<p>After logging in, you will be asked to update your password.</p>
<p>--------------</p>
<p>Also, you should eat more cheese</p>
```

The Reader Welcome emails will appear as coming from Linus Owl, and the Reply To address will be linus@knowledgeowl.com.

But the Reader Password Reset emails will default to the SMTP settings, so they'll show as coming from QA Cheesetopia with kate@knowledgeowl.com as the Reply To address.