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Create a new SMTP service: Basic authentication

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Many email providers support what's called a "basic authentication" model for SMTP. In this model, you provide a username and password to log in to the SMTP host.

Before you configure the SMTP service in KnowledgeOwl, check with your SMTP provider for their specific instructions. You may need to contact your IT administrator to help set this up.

Each email server is a bit different, but we've tried to capture information on finding your SMTP settings from these popular providers:

- **Gmail**
  - If you're using two-factor authentication in G-Suite or with Gmail, you will likely need to use an **App Password**. See additional steps in **Gmail for two-factor authentication**.
  - We don't yet support Oauth2 authentication for G-Suite or Gmail; please **contact us** to let us know if you're interested in us adding it!
- **Mailgun**
- **Office 365** (may **require IIS**)
  - Microsoft is moving away from basic authentication in SMTP, so we recommend using the **OAuth2 configuration** for your SMTP instead.

If your provider isn't listed above, try searching for information on configuring SMTP mail relay for external use or checking your SMTP settings.

Once you have detailed instructions for your SMTP provider, you can begin setting up your new SMTP service. To do so:

1. Click on your **profile icon/name** in the upper right.

2. Select **SMTP** from the dropdown.

3. Select the **+ Configure New Service** button.

4. This will open the Create SMTP Service page:

Create SMTP Service

Friendly Name* ⑤ | My Custom SMTP |

SMTP Host* ⑥ | smtp.myorg.com |

Port* ⑦ | 587 |

Send From Address* ⑧ | support@myorg.com |

Reply To Address ⑨ | |

Send From Name ⑩ | MyOrg Support |

Authentication ○ Unauthenticated

⑪ ◉ Username/Password

○ OAuth2

Username* ⑫ | postmaster@myorg.com |

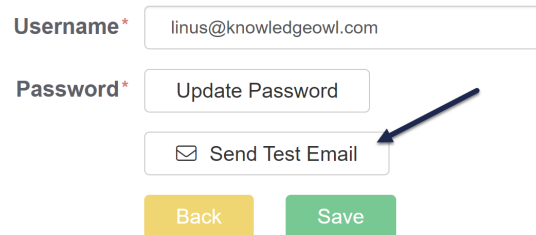Password* ⑬ | |

⑭

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5. Add a **Friendly Name.** This is the name that will be displayed in SMTP dropdowns for individual features, so it should describe the SMTP service in some way.

6. Add the **SMTP Host.** This is the address your email server provides for the SMTP host.

7. Add the **Port**. Most providers will have specific recommended ports. Where possible and supported, we recommend using port 587, as this is the port used by modern email servers for secure submission of email for delivery. If you'd like to encrypt emails during transmission, we recommend using port 587 with TLS enabled unless otherwise directed by your provider.

8. Add the **Send From Address**. The email address that will show up in the "From" field for all emails sent using this SMTP service.

> If you're using Google's SMTP, it will automatically override whatever Send From address you use here with the SMTP Username.

9. *Optional:* Add a **Reply To Address**. This allows you to specify a Reply-to address different from the Send From Address.

10. *Optional:* Add a **Send From Name**. This is the name that will show up in the "From" field for any emails sent using this SMTP service.

11. In the **Authentication** section, select **Username/Password** to configure your SMTP using basic authentication.

12. Add the **Username** used to log in to the SMTP Host.

13. Add the **Password** used to log in to the SMTP Host.

14. Once you've finished completing all fields, click **Create** to finish creating the SMTP service.

15. Once the service is created, a **Send Test Email** button will appear below the Username/Password section:

We **strongly recommend** sending a test email to confirm your SMTP is set up correctly. If it's not set up correctly, we'll try to show you an error message to help you determine what's wrong. Error messages should be one of two types:

   a. **Basic validation**: we'll alert you if the email addresses you've entered don't follow standard email address conventions or if no fields have been left blank.

   b. **SMTP provider validation**: if the error comes from the call to your SMTP provider, we'll return the error message they provide.

16. Once you receive the successful confirmation message after sending a test email, your SMTP service is fully configured!

You can now use this SMTP in:
- Any knowledge base's **Subscription** settings
- Your account's **Reader emails** for reader welcome and password reset emails

KnowledgeOwl IP Address

If you need to set up an exception for these communications with your SMTP provider, see **Required IP addresses** for more details.