




Sending E-mails Through ACS FAQ

What is the difference between Personalized E-mails and Mass E-mails?

Personalized E-mails offer a Field  option, which allows you to insert fields to customize the e-mail for each recipient. For example, you can select the field FIRSTNAME to add each recipient's first name to the salutation of the e-mail.

Can you insert images into the body of the e-mails using HTML format?

No, currently you must send them as attachments. If you would like this option, please enter an Enhancement Request.

Why am I being prompted to enter a password when I try to send e-mails?

The first time you use the e-mail function you will be prompted for a password to authenticate your e-mail account. If you are prompted after this, the SMTP has been configured to Authenticate and Verify Password on Send.

Why don't I have the ability to edit my SMTP address?

The user rights are set to "None" in Add/Edit Users for Add/Edit SMTP Settings.

To change the security setting:

1. Click **Utilities**.
2. Click **Add/Edit Users**.
3. Highlight the user name.
4. Click **Edit**.
5. Click the **Security** tab.
6. Click the plus sign + beside Utilities.
7. Click **Add/Edit SMTP Settings** and enter **A** to change from **None** to **All**. You can also change by double-clicking the **N** until it changes to **A**.

Note: The default setting for this option is **None**.

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8. Click **Apply**.
9. Click **OK**.

Does each user who sends e-mails have to have rights to Add/Edit SMTP Settings in order to send e-mails?

No. It is only necessary that one user (Administrator, for example) have **All** rights to Add/Edit SMTP Settings. Other users will still be able to perform e-mail functions even if they do not have rights to these settings. Only the Administrator would need rights to edit user names, passwords, etc.

Once the e-mail accounts are set up, users can choose which account they wish to send an e-mail from.

How can I find my SMTP Address?

Listed below are the basic steps to finding the SMTP server address in two popular e-mail programs.

Microsoft Outlook Instructions

If you use Microsoft Outlook as your e-mail software, follow these steps to find your SMTP address:

1. In Outlook, select **Tools** from the menu at the top of the window.
2. On the **Tools** menu, select **E-mail Accounts**.
3. On the **E-mail Accounts** window, select **View or change existing e-mail accounts** under the **E-mail** heading. Click **Next**.
4. Select the e-mail account you use to send e-mail and click **Change**. (Most users have only one account.)
5. The properties of your e-mail account display. On the **Server Information** section, record the contents of the **Outgoing Mail (SMTP)** field.

Note: Record the contents of this field exactly as displayed. Be sure to include any periods (.).

6. Click **Cancel**.

Netscape Messenger Instructions

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If you normally use Netscape Messenger as your e-mail software, follow the steps below to find your SMTP address:

1. In Messenger, select **Edit** from the menu at the top of the window.
2. On the **Edit** menu, select **Mail Server Properties**.
3. On the **Preferences** window, beneath **Outgoing Mail Server**, record the contents of the **Outgoing Mail (SMTP) Server**.

Note: Record the contents of this field exactly as displayed. Be sure to include any periods (.).

4. Click **Cancel** to exit the **Preferences** window.

Can I type in HTML code with the HTML e-mail format?

No. The HTML format is related to the content type of the document. If you choose HTML format, the document will enclose the text with HTML code behind the scenes, so HTML code you entered will also display.

Can I link to websites in the body of the e-mail?

Yes. On versions 7.0.1.1 thru 7.0.1.3, you can type in links as plain text and they will become links. As of version 7.0.1.4, plain text or HTML format will allow links.

What should I check if e-mails are not being sent?

Check your SMTP settings to make sure the correct Port and SMTP Server address have been entered.

If Authenticate is used on the server and the user name/password is correct, send one e-mail to someone on the church/site network through Mass E-mail, and if it works, then a SPAM filter may be blocking the e-mail, the mail server is not allowing traffic outside the network, the ISP is not allowing forwarding of e-mails, etc....(Check with the network technician to verify the settings on the mail server.)

When trying to send e-mail with attachments from ACS, neither the e-mail nor the attachment sends.

Cause

There are several possible causes for this problem, including the following:

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- You are using an Internet Service Provider (ISP) e-mail address (such as AOL or Yahoo) instead of a Simple Mail Transport Protocol (SMTP) e-mail address (such as Hotmail). ACS requires a SMTP address for the send e-mail option to work properly.
- Your e-mail provider has a limit on the size of the files you can send, and your file is larger than that limit. For example, Hotmail limits you to 1MB e-mails, including the header, e-mail text, and file attachments.

Solution

Your solution will vary depending on what is causing the problem. If you are currently using an ISP e-mail address, you can sign up for a free SMTP e-mail address through Hotmail or another similar service.