

Multiple SMTP accounts for different functionalities

726 [TDO KB](#) October 11, 2023 [Setup, Site Configuration](#) 26.34K

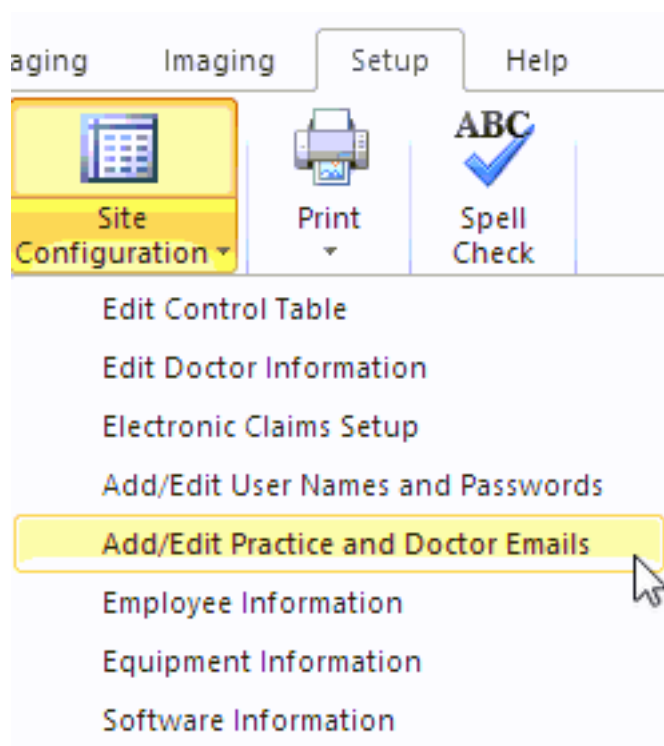
Overview

This feature allows an office using TDO to configure two or more email accounts to send emails from TDO.

Note: This feature is available in TDO 12.290 or newer. To view instructions for configuring SMTP server settings in earlier versions of TDO, please view [this article](#).

Detailed Steps

1. Open the menu **Setup>Site Configuration>Add/Edit Practice and Doctor Emails**



2. The **Emails – Server Definitions** window will open. **Note:** the SMTP settings from **Edit Control Table** will be moved to this window after updating TDO to 12.290 or higher.

SMTP Server Definitions

Emails - Server Definitions

Delete Add

Server Definition

Short Name:				☐ Hide
Server Address:		Port: 0	Timeout: 0	☐ Require TLS Connection
Author Name:				☐ Require SSL Connection
Author Email:				Is Default for Location:
User Name:		Password:		No location selected
Created:				
Updated:				

Save

3. Click on **Add** to start adding SMTP accounts.

Warning:

Ensure that you have **Added** a new record before you begin editing any information. Otherwise, you will overwrite information for one of the existing SMTP configurations.

SMTP Server Definitions

Emails - Server Definitions

New Email Server

Delete Add

Server Definition

Short Name: New Email Server

Server Address: Port: 0 Timeout: 0

Author Name:

Author Email:

User Name: Password:

Created: Admin on 9/12/2018

Updated:

Hide

Require TLS Connection

Require SSL Connection

Is Default for Location: No location selected

Save

4. Enter the new email server on **Short Name** field. *For Instance: the practice name*
5. Enter the SMTP server on **Server Address** field. *For Instance: smtp.gmail.com for those users with Google email accounts.*
6. Enter the Port number on **Port** field.
7. Enter the time in seconds on **Timeout** field.
8. Enter the Practice name or Doctor's name on **Author Name** field.
9. Enter the email address on **Author Email** field.
10. Enter the email address on **User Name** field.
11. Enter the password for the email address in the **Password** field.
12. Check the box "**Require TLS Connection**" or "**Require SSL Connection**" depending on the protocol the email provider uses.

SMTP Server Definitions

Emails - Server Definitions

Quality Centered Endo

Delete Add

Server Definition

Short Name: Quality Centered Endo

Server Address: smtp.gmail.com Port: 587 Timeout: 60

Author Name: Dr. Gary Carr

Author Email: meetingdemo@tdo4endo.com

User Name: meetingdemo@tdo4endo.com Password:

Created: Admin on 9/28/2018

Updated: Admin on 9/28/2018

☐ Hide

☒ Require TLS Connection

☐ Require SSL Connection

Is Default for Location: TDO

Save

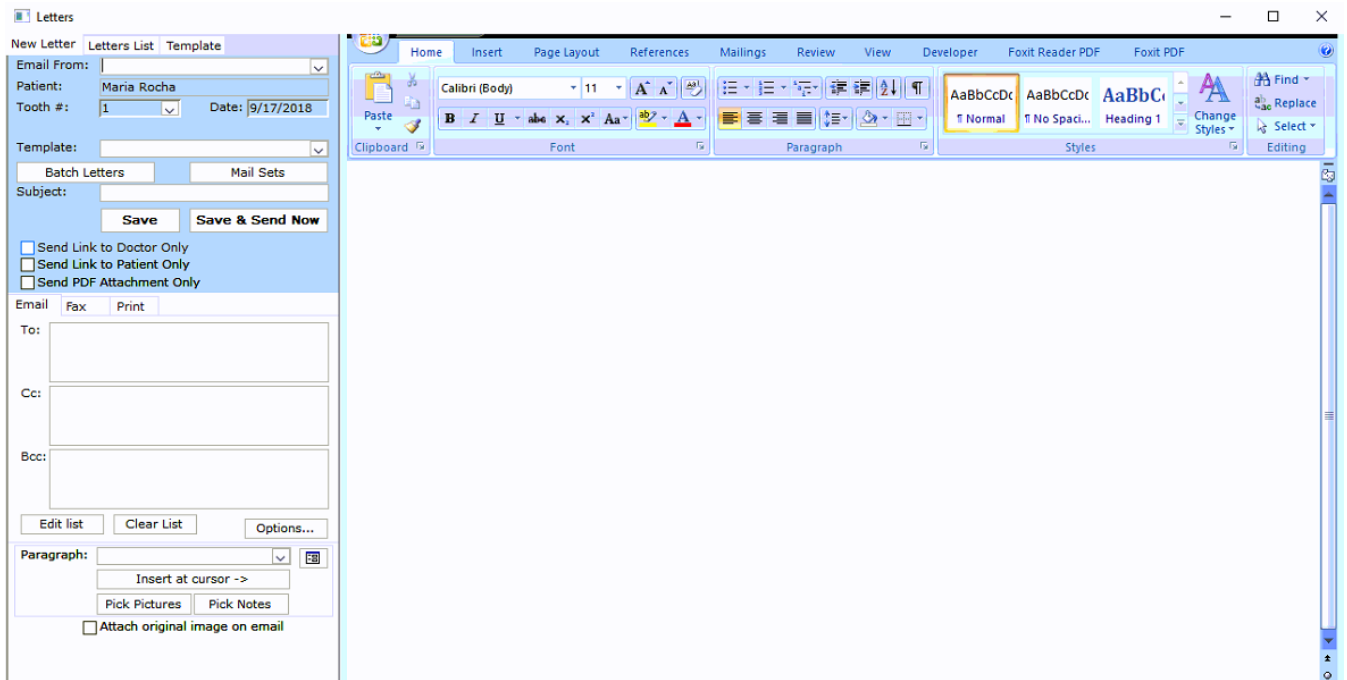
13. For Replicated offices, make sure to select the default location for that Email Server.

14. Click **Save**.

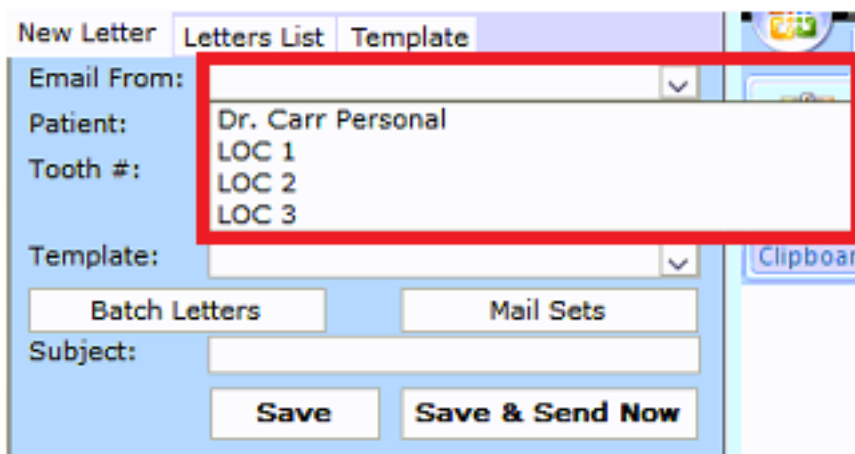
Note: Users can add as many emails as they wish.

In Letters Module:

1. Open the Letters Module.



2. Click on the **Email From** drop-down list to choose the email settings to be used.

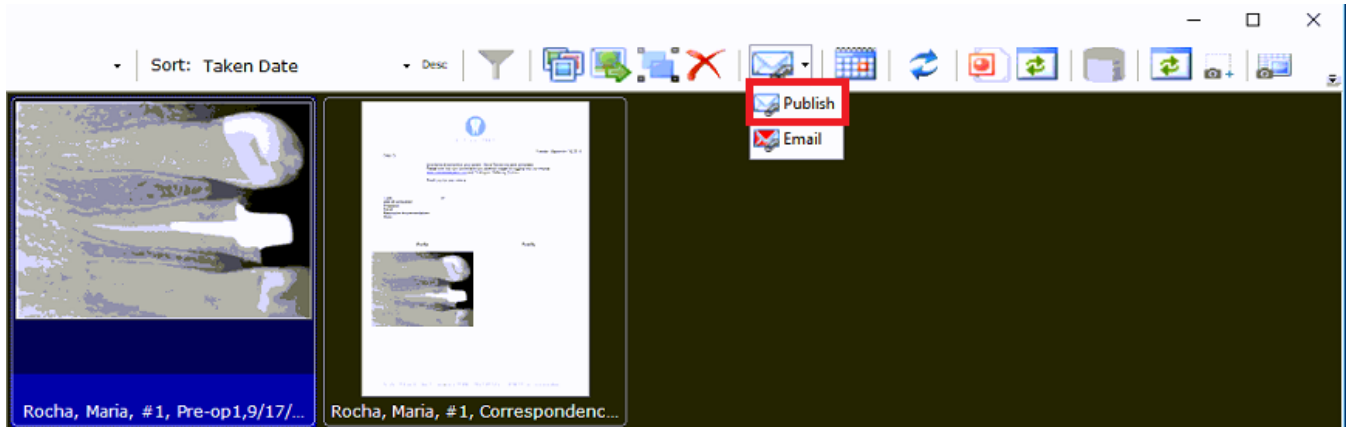


3. Once the letter is emailed out the first time, TDO will remember the email settings used last, so it will be the new default email setting to be used in Letters Module for the user logged on to TDO.

NOTE: if the default location hasn't been setup then TDO will take the top one in the list.

In New Collage:

1. Open **Organizer**>Select the image (es) to be emailed using the new **Collage** feature.
2. Click on the **Email Selected Images**. Make sure to click in the **‘white’ envelope** icon or click on the arrow next to the icon and select **Publish**.



3. Once the collage is ready to be emailed, click on the **Email From** drop-down list to choose the email settings to be used.
4. Email the collage.
5. Once the Collage is emailed out the first time, TDO will remember the email settings used last, so it will be the new default email setting to be used in Publisher for the user logged on to TDO.
NOTE: if the default location hasn't been setup then TDO will take the top one in the list.

In Old Email:

1. Open **Organizer**>Select the image (es) to be emailed using the **old email** icon shown below.
2. Click on the **Email Selected Images**. Make sure to click in the **‘red’ envelope** icon or click on the arrow next to the icon and select **Email**.



3. Click on the **From** drop-down list to choose the email settings to be used.

The screenshot shows the EmailPictures form. The FROM: dropdown is open, showing a list of email settings: Dr. Carr Personal, LOC 1, LOC 2, and LOC 3. The TO: field is empty, and the CC: and BC: fields are also empty. The Subject field is empty.

4. Once the image (es) is/are ready to be emailed out, click **Send**.
5. Once the email is sent out the first time, TDO will remember the email settings used last, so it will be the new default email setting to be used in Email for the user logged on to TDO.

NOTE: if the default location hasn't been setup then TDO will take the top one in the list.

Online URL: <https://kb.tdo4endo.com/article.php?id=726>