

IMAP Settings Configuration Guide

This guide will help you configure IMAP settings in your CRM using a secure App Password.

Steps to Configure IMAP in CRM:

1. Go to your CRM and select **Configuration** from the side menu.
2. Click on **IMAP Settings**.
3. You will see the IMAP configuration screen.
4. Fill in the IMAP settings using the information provided by your email provider.
5. Generate an **App Password** (explained below) and paste it into the IMAP Password field.
6. Finally, click **Save Configuration**.

Example IMAP Configuration:

Host	imap.gmail.com (for Gmail) or outlook.office365.com (for Outlook)
Port	993 (SSL) or 143 (TLS/None)
Encryption Type	SSL / TLS / None
Validate SSL Certificate	Enable for security
IMAP Username	yourname@yourdomain.com
IMAP Password	Use App Password (not your regular email password)

How to Generate an App Password (Gmail Example):

1. Log in to your Gmail account.
2. Go to **Google Account** → **Security**.
3. Under '**Signing in to Google**', enable **2-Step Verification** if not already enabled.
4. Once enabled, go back to Security settings and click **App Passwords**.
5. Select '**Mail**' as the app and '**Your Device**' as the device, then click **Generate**.
6. Copy the 16-character App Password provided by Google.
7. Use this App Password in the CRM IMAP Password field.

Important: Never use your regular email password. Always use an App Password for security.