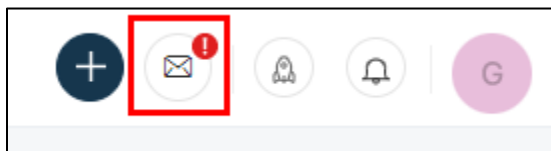


Abstract

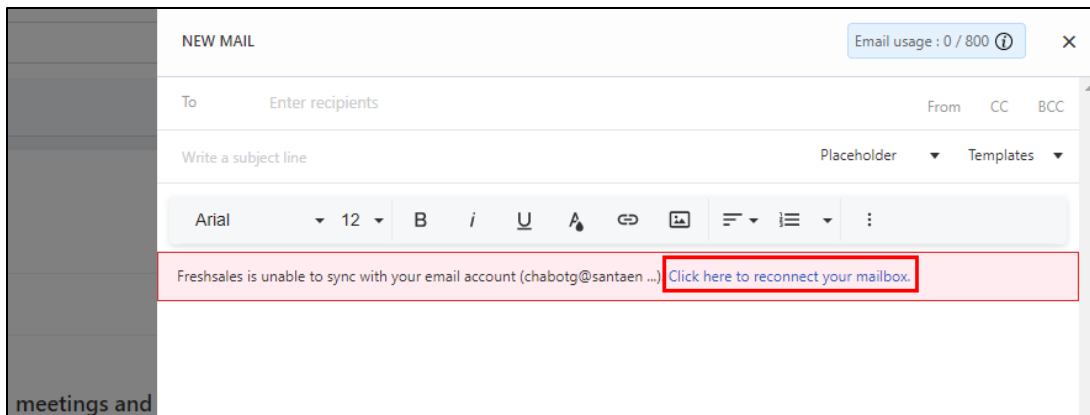
This procedure reconnects your Outlook email to the Freshsales CRM whenever there is an outage or disconnect for some reason on the Outlook Exchange side.

Reconnecting Procedure

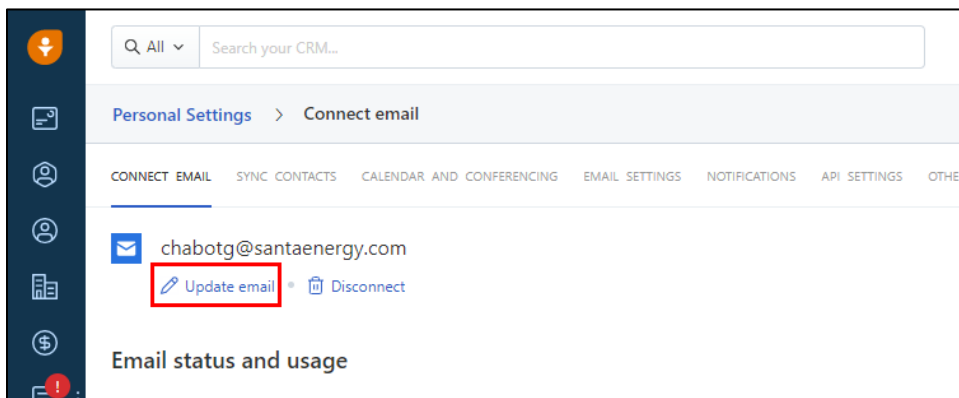
In the top right of your screen, you will see an exclamation mark next to your email icon, please click on the email icon:



Then select the link that says, “Click here to reconnect your mailbox” in the red notice area:



Next select “Update email” under your Santa Energy email address:



Make sure **2-way sync** is selected and then hit **Proceed**:

CONNECT EMAIL ✕

Before you connect your email account to the CRM, tell us how you want to sync your emails:

2-way sync Recommended
Both incoming and outgoing emails are synced between the CRM and your email account

1-way sync ?
Only emails sent from the CRM are synced to your email account

? You can change this later in "Connect Email settings"

Cancel Proceed

Then retype your email password in the Password section and then hit **Save**:

Email *
chabotg@santaenergy.com

Username *
chabotg

Password
.....
Leave empty to not change the existing password.

INCOMING MAIL SETTINGS

IMAP server *
webmail.santaenergy.com 993 Use SSL

Authentication type
PLAIN


OUTGOING MAIL SETTINGS

SMTP server *
webmail.santaenergy.com 587 Security mode
TLS



Authentication type
LOGIN

Cancel Save

If you were successful, you will see green checks next to the statuses:

 **chabotg@santaenergy.com**
[Update email](#) • [Disconnect](#)

Email status and usage

SMTP (Outgoing mail)	IMAP (Incoming mail)
Status:  Connected	Status:  Connected
Email: chabotg@santaenergy.com	Email: chabotg@santaenergy.com
Host: webmail.santaenergy.com	Host: webmail.santaenergy.com
Port: 587, TLS	Port: 993, SSL

If you are still facing any issues, please reach out to Gabe Chabot.