Reconnecting Email in Freshsales



Freshsales

Version: 1.17.22

ID: FS-003

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:

	NEW MAIL											Email usage : 0 / 800 🛈)	<		
	То	Enter re	cipient												From	СС	BCC	*
	Write a subje	ct line											Plac	eholder	•	Template	s 🔻	
	Arial		12	•	в	i	U	P _e	Θ	١	₹.	ì	•	:				
	Freshsales is u	unable to	sync wi	th you	r email a	accoun	it (chab	otg@si	antaen	.). Click	here to re	connec	t you:	r mailbox.				
meetings and																		

Next select "Update email" under your Santa Energy email address:

•	Q All V Search your CRM]
-	Personal Settings > Connect email	
0	CONNECT EMAIL SYNC CONTACTS CALENDAR AND CONFERENCING EMAIL SETTINGS NOTIFICATIONS API SETTINGS	OTHER
0	chabotg@santaenergy.com	
	🖉 Update email 🍨 🖻 Disconnect	
\$	Email status and usage	
: 🏪 🛛		



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 	
Only emails sent from the CRM are synced to your email account	
③ You can change this later in "Connect Email settings"	
Cancel	eed

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 *		Security mode
webmail.santaenergy.com	587	TLS 🔻
Authentication type		
LOGIN		•
		Cancel Save

The information in this standard is subject to change and may be updated frequently. If you are looking at a print copy, make sure you are viewing the latest version of the standard.



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

Chabotg@santaenergy.con	n t						
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.