Setting Up Email Configuration (Managed Hosting)

Why Email Configuration is Essential

Email enables your store to:

- **Send order confirmations** to customers after purchase
- **Deliver download links** via email
- **Send password reset links** for customer accounts
- **Verify new account signups**

Without email configuration, these critical features won't work. Customers won't receive their purchases or account access.

Configure Email in Your Dashboard

1. Log in to your admin dashboard
2. Navigate to: **Admin > Shop > Shop Settings**
3. Scroll to the **Email Configuration** section

Fill in the following fields:

Required Fields

SMTP Host
Your mail server address (e.g., smtp.gmail.com)

SMTP Port
Usually 587 (for TLS) or 465 (for SSL)

Use TLS
Check this box (recommended for security)

SMTP Username
Your email address or SMTP username

SMTP Password

Your app-specific password that you set up with gmail

From Email Address

The sender address customers will see (e.g., orders@yourdomain.com)

1. Click **Save** at the bottom

Your changes take effect immediately—no restart needed.

Common Email Provider Settings

NameCheap Private Email

- **SMTP Host:** mail.privateemail.com
- **SMTP Port:** `587`
- **Use TLS:** ✓ Checked
- **Username:** Your full email address (e.g., `you@yourdomain.com`)
- **Password:** Your email password

GoDaddy Email

- **SMTP Host:** smtpout.secureserver.net
- **SMTP Port:** `587`
- **Use TLS:** ✓ Checked
- **Username:** Your full email address
- **Password:** Your email password

Gmail / Google Workspace

- **SMTP Host:** smtp.gmail.com
- **SMTP Port:** 587
- **Use TLS:** ✓ Checked
- **Username:** your-email@gmail.com
- **Password:** Use an ***App Password****, not your regular Gmail password

*App Passwords: Google Account > Security > 2-Step Verification > App Passwords

Microsoft 365 / Outlook

- **SMTP Host:** smtp.office365.com
- **SMTP Port:** 587
- **Use TLS:** ✓ Checked
- **Username:** your-email@outlook.com (or your business email)
- **Password:** Your Microsoft account password

SendGrid

- **SMTP Host:** smtp.sendgrid.net
- **SMTP Port:** 587
- **Use TLS:** ✓ Checked
- **Username:** apikey (literally the word "apikey")
- **Password:** Your SendGrid API key (create one in SendGrid dashboard)

Mailgun

- **SMTP Host:** smtp.mailgun.org
- **SMTP Port:** 587
- **Use TLS:** ✓ Checked
- **Username:** Your Mailgun SMTP username (from Mailgun dashboard)
- **Password:** Your Mailgun SMTP password (from Mailgun dashboard)

Testing Your Email Setup

After saving your settings, test the configuration:

1. Place a test order on your store
2. Check if you receive the order confirmation email
3. Try the "Forgot Password" feature to test password reset emails

Or contact support and we can run a technical test for you.

Troubleshooting

Emails Not Sending

Check spam/junk folders first - sometimes new sending addresses get filtered.

"Authentication failed" error:

- Double-check your username and password
- For Gmail: You MUST use an App Password, not your regular password
- For Microsoft 365: Ensure SMTP is enabled for your account

Emails still not arriving:

- Verify your SMTP provider allows sending from your "From Email Address"
- Check your email provider's sending limits (Gmail free accounts: 500/day)
- Ensure your email account is active and not suspended

Gmail-Specific Issues

"Less secure app access" blocked:
Gmail requires App Passwords for third-party apps. Regular passwords won't work.

How to create a Gmail App Password:

1. Go to your Google Account settings
2. Enable 2-Step Verification (required)
3. Go to Security > App Passwords
4. Generate a new password for "Mail"
5. Use this 16-character password in your dashboard

Recommended Email Providers

For small stores (0-500 orders/month):

- **Custom business email** with higher sending limits.
- **Gmail/Google Workspace** - Simple, reliable, 500 emails/day free
- **Microsoft 365** - Good if you already use Microsoft services

For growing stores (500+ orders/month):

- **SendGrid** - 100 emails/day free, easy to scale
- **Mailgun** - Pay-as-you-grow pricing, strong deliverability

For high-volume stores:

- **SendGrid** or **Mailgun** - Dedicated IP options, advanced analytics

---

Best Practices

1. **Use a business email address** (orders@yourdomain.com) rather than personal Gmail
2. **Monitor your sending limits** - exceeding them can suspend your account
3. **Keep credentials secure** - don't share your SMTP password
4. **Test after any changes** - place a test order to verify emails work - ***see Setting Up Stripe documentation***

Getting Help

If you encounter issues:

- Contact your email provider's support for SMTP credential questions
- Contact us for store-specific email configuration help
- Check your email provider's documentation for updated SMTP settings

We're here to help you get email working smoothly! Get support via the contact form in your dashboard area.

Djangify eCommerce Builder

https://www.djangify.com