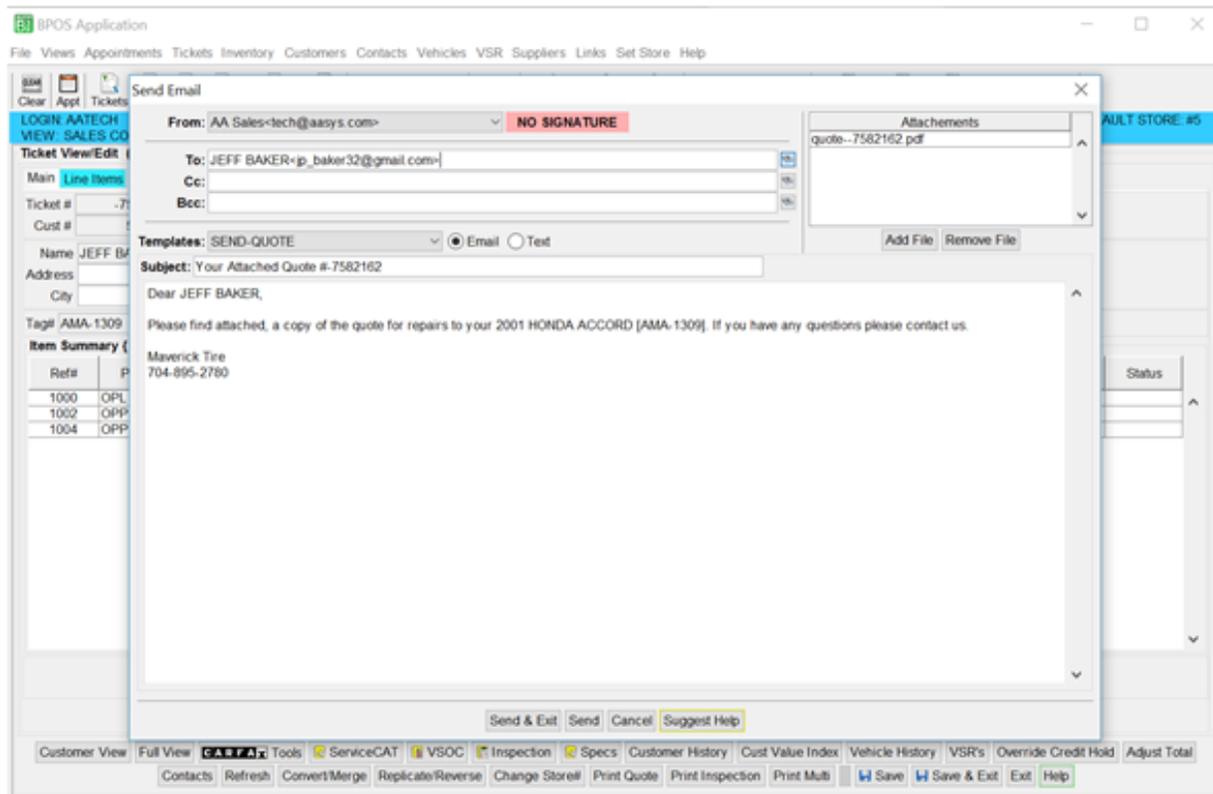


Communications - HITS Email Set Up (SMTP) AV Ref # 673

About:

Emails & Texts can be sent directly inside of the HITS email client. HITS Email is used for sending OUTBOUND messages only. This document will show how to **set up** HITS email



To set up HITS email, you will need to use your email provider's SMTP credentials. HITS Technical Support cannot determine the SMTP credentials of your email provider, only assist with setting up HITS Email after you have retrieved SMTP credentials from your email provider.

Email sending can be set up in HITS at three levels:

1. Corporate-level email (Set in *Admin > Store > View / Edit Default Settings*)
2. Store-level email (Set in *Admin > Store > View / Edit Default Settings*)
3. User-level email (Set in *Admin > Store > Password Switches*)

HITS Technical Support: Mon-Fri : 8:30am-4:30pm EST

Phone: (800) 422-2032 **Email:** tech@aasys.com

Note: For after-hours emergency support - Use the 24/7 number provided with your software

How Setup HITS Email

1. Locate your email provider's SMTP email credentials.

(SMTP credentials for a few major email providers can be seen below shown in the HITS Email setup format.)



SMTP Server	SMTP server url.	★ User Defined	smtp.gmail.com
SMTP Port	SMTP server port#.	★ User Defined	465
SMTP Send Mode	Type of security used in sending.	★ SSL	
SMTP Use Authorization	If true, SMTP Server requires login and password.	★ Yes	
SMTP User Name	Readable name, e.g., John Smith.	User Defined	Your Shop Name
SMTP Email Login	Username for SMTP server, e.g. xyz@gmail.com.	User Defined	myshopemail@gmail.com
SMTP Email Password	Password for SMTP server.	User Defined	*****



SMTP Server	SMTP server url.	★ User Defined	smtp.live.com
SMTP Port	SMTP server port#.	★ User Defined	587
SMTP Send Mode	Type of security used in sending.	★ STARTTLS	
SMTP Use Authorization	If true, SMTP Server requires login and password.	★ Yes	
SMTP User Name	Readable name, e.g., John Smith.	User Defined	Your Shop Name
SMTP Email Login	Username for SMTP server, e.g. xyz@gmail.com.	User Defined	myshopemail@hotmail.com
SMTP Email Password	Password for SMTP server.	User Defined	*****



SMTP Server	SMTP server url.	★ User Defined	smtp.mail.yahoo.com
SMTP Port	SMTP server port#.	★ User Defined	465
SMTP Send Mode	Type of security used in sending.	★ SSL	
SMTP Use Authorization	If true, SMTP Server requires login and password.	★ No	
SMTP User Name	Readable name, e.g., John Smith.	User Defined	Your Shop Name
SMTP Email Login	Username for SMTP server, e.g. xyz@gmail.com.	User Defined	myshopemail@yahoo.com
SMTP Email Password	Password for SMTP server.	User Defined	*****

*** Some Email Apps like YAHOO, might require that you turn on a setting within your Email APP (like YAHOO) that Authorizes you to "Allow APPs" to sign in / send emails. You will need this turned ON to send emails in HITS. ***



Allow apps that use less secure sign in

Some non-Yahoo apps and devices use less secure sign-in technology, which could leave your account vulnerable. You can turn off access (which we recommend) or choose to use them despite the risks.

[Learn more](#)



HITS Technical Support: Mon-Fri : 8:30am-4:30pm EST

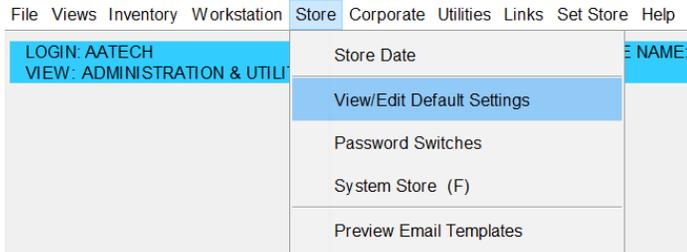
Phone: (800) 422-2032 Email: tech@aasys.com

Note: For after-hours emergency support - Use the 24/7 number provided with your software

To enter the your shop's SMTP email credentials....

Corporate-level or Store-level email

2. Views > Administrations & Utilities > Store > View / Edit Default Settings

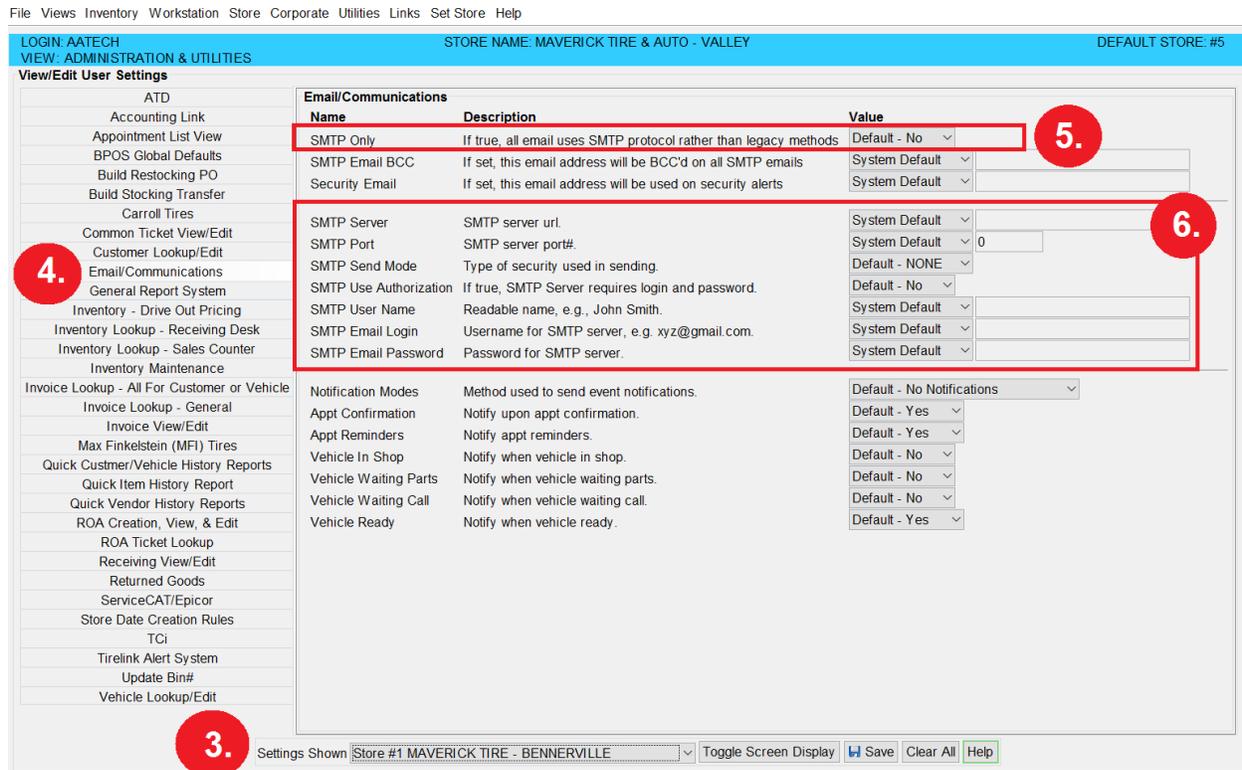


3. At the bottom of the screen, set the **Settings Shown** field to either *Corporate* or the *Store* you want to set up email up.

4. Select the **Email / Communications** section

5. **SMTP Only** – Set to YES to activate the HITS Email (SMTP) feature

6. Enter the your SMTP credentials (see previous page for guidance).



File Views Inventory Workstation Store Corporate Utilities Links Set Store Help

LOGIN: AATECH STORE NAME: MAVERICK TIRE & AUTO - VALLEY DEFAULT STORE: #5
VIEW: ADMINISTRATION & UTILITIES

View/Edit User Settings

Name	Description	Value
SMTP Only	If true, all email uses SMTP protocol rather than legacy methods	Default - No 5.
SMTP Email BCC	If set, this email address will be BCC'd on all SMTP emails	System Default
Security Email	If set, this email address will be used on security alerts	System Default
SMTP Server	SMTP server url.	System Default 6.
SMTP Port	SMTP server port#.	System Default 0
SMTP Send Mode	Type of security used in sending.	Default - NONE
SMTP Use Authorization	If true, SMTP Server requires login and password.	Default - No
SMTP User Name	Readable name, e.g., John Smith.	System Default
SMTP Email Login	Username for SMTP server, e.g. xyz@gmail.com.	System Default
SMTP Email Password	Password for SMTP server.	System Default
Notification Modes	Method used to send event notifications.	Default - No Notifications
Appt Confirmation	Notify upon appt confirmation.	Default - Yes
Appt Reminders	Notify appt reminders.	Default - Yes
Vehicle In Shop	Notify when vehicle in shop.	Default - No
Vehicle Waiting Parts	Notify when vehicle waiting parts.	Default - No
Vehicle Waiting Call	Notify when vehicle waiting call.	Default - No
Vehicle Ready	Notify when vehicle ready.	Default - Yes

3. Settings Shown: Store #1 MAVERICK TIRE - BENNERVILLE Toggle Screen Display Save Clear All Help

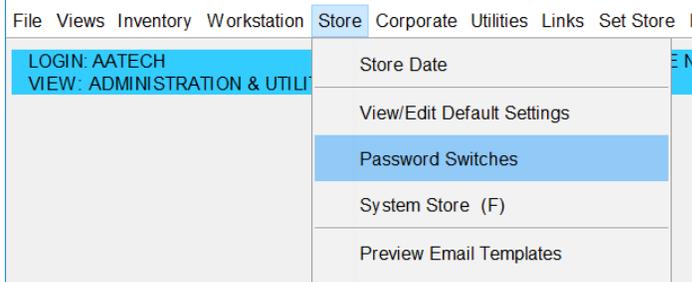
HITS Technical Support: Mon-Fri : 8:30am-4:30pm EST

Phone: (800) 422-2032 Email: tech@asys.com

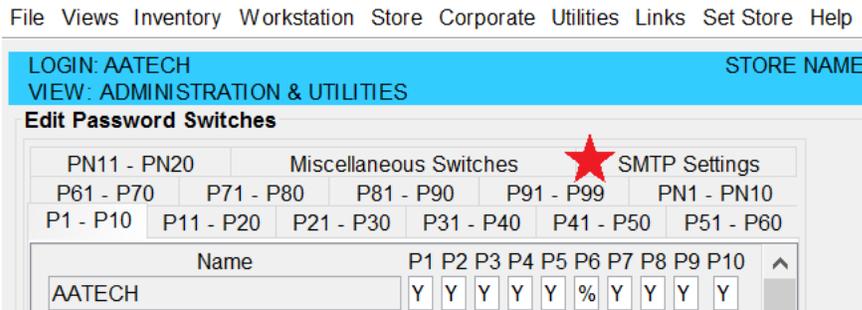
Note: For after-hours emergency support - Use the 24/7 number provided with your software

**** To enter email addresses for individual *Users* (OPTIONAL)...**

Views > Administrations & Utilities > Store > Password Switches

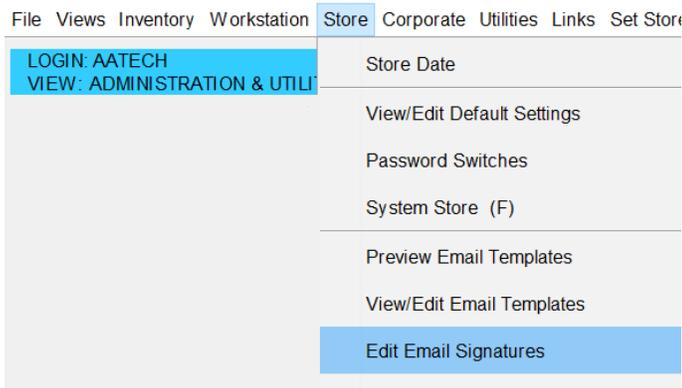


Click on the SMTP Settings tab and find the exact User you are setting up email for. Enter credentials as shown on Page 2.

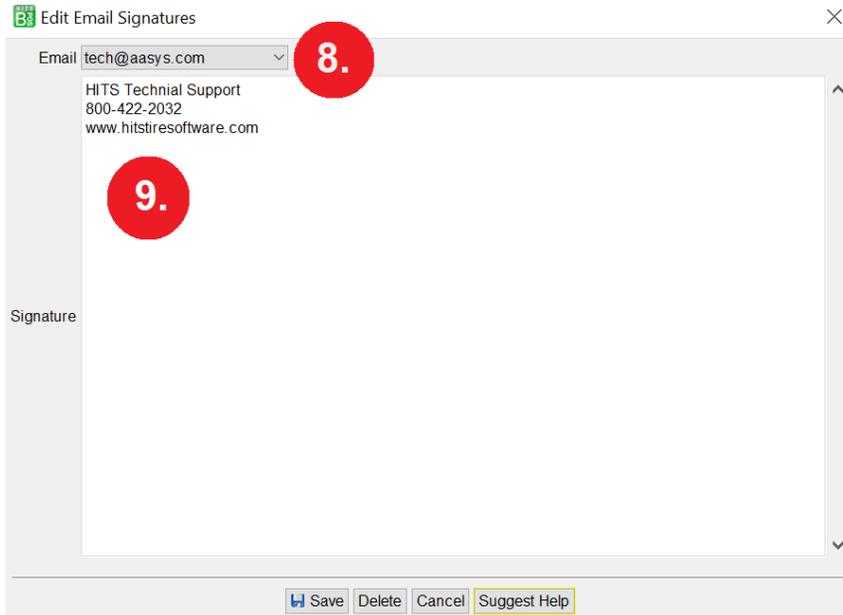


7. To add email signatures for your email addresses (OPTIONAL) ...

Views > Administration & Utilities > Store > Edit Email Signatures



8. Select the **Email** address signature you are uploading signature for
9. Either enter text or the <html> code of your signature.



Signatures can be a simple or as complex as you would like them to be. If your business already has an email signature, you can simply copy and paste the <html> code in this entry box.

Text Signature

Your Logo Tire & Auto
800-888-9999
info@yourlogotire.com
yourlogictire.net

<Html> Signature

Your Logo Tire & Auto
"Serving the Logo Valley Region Since 1954"
p: 800-888-9999 f: 866-999-5555
w: yourlogotire.net e: info@yourlogotire.com



HITS Technical Support: Mon-Fri : 8:30am-4:30pm EST

Phone: (800) 422-2032 **Email:** tech@aasys.com

Note: For after-hours emergency support - Use the 24/7 number provided with your software

10. The last (*OPTIONAL*) email feature you may edit are **Email / Text Templates**.

Your employees will *always* be able to customize email message to send to customers, but a template may keep them from the effort of re-typing the same text. The system comes pre-configured with some email templates that you may edit. Email templates are Corporate (same for all stores) To edit...

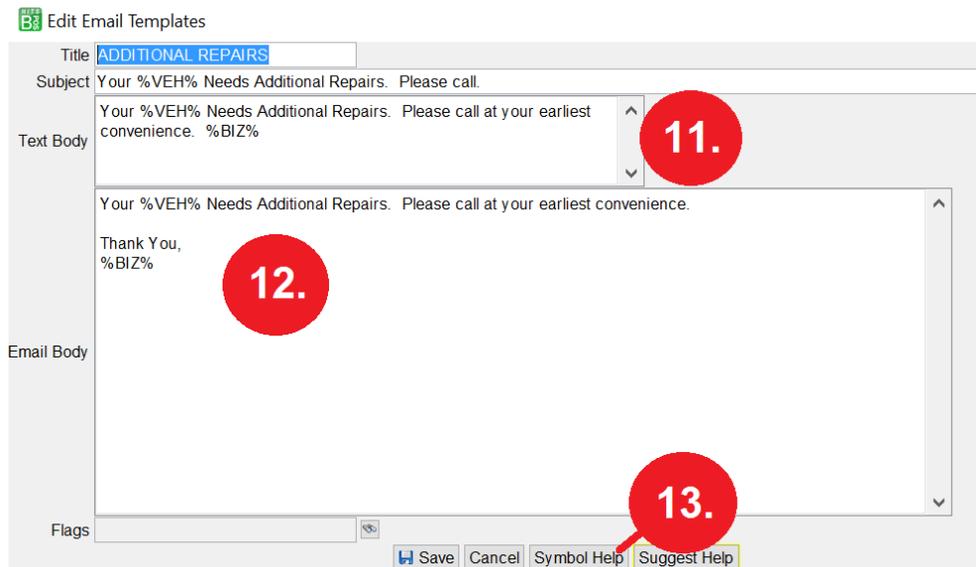
Views > Administration & Utilities > Store > Edit Email Templates

When editing templates, you can edit the:

11. Text Message version

12. Email version (w/ Subject)

13. Use %REPLACEMENT SYMBOLS% in templates to insert system data in your messages.



11.

12.

13.

HITS Technical Support: Mon-Fri : 8:30am-4:30pm EST

Phone: (800) 422-2032 **Email:** tech@aasys.com

Note: For after-hours emergency support - Use the 24/7 number provided with your software