Introduction:

This document provides a simple step-by-step guide on how to add SMTP (Simple Mail Transfer Protocol) to your support system. SMTP enables the sending of emails through an email server, allowing your support system to send notifications and updates to users. Follow the instructions below to configure SMTP settings and integrate it into your support system.

Step 1: Get an Email Provider

First, choose an email provider that supports SMTP. An email provider offers the necessary infrastructure and services for sending and receiving emails. Some popular options include Gmail, Outlook, SendGrid, and Mailgun.

Step 2: Access the Config.PHP File

Find the configuration file in your support system that handles email settings. This file is usually named config.php or settings.php. You may need administrative access or permission to modify this file.

Step 3: Configure SMTP Credentials

Open the config.php file using a text editor or Integrated Development Environment (IDE). Look for the section related to email settings or SMTP configuration. You should see variables or constants for the SMTP host, username, password, and port.
IDES we recommend VS CODE, ATOM (discontinued), Zend Studio and Eclipse

Update the following variables with the provided values:

```php
// If enabled, the mail will be sent using SMTP.
define('SMTP',true);
// Your SMTP hostname.
define('smtp_host','');
// Your SMTP port number.
define('smtp_port','');
// Your SMTP username.
define('smtp_user','');
// Your SMTP Password.
define('smtp_pass','');
```

SMTP Host: Enter the hostname or IP address of the SMTP server.
Username: Add your username or email address associated with the SMTP account.
Password: Provide the password for the SMTP account.
Port: Enter the port number to connect to the SMTP server. The default SMTP port is 25, but some providers require specific ports like 587 or 465. Refer to your email provider's documentation for the correct port number.

Save the changes to the config.php file.

You're done if you are not using GMAIL or Google Workspace

Step 4: Configuration for Gmail or Google Workspace

(Required if you have Gmail or Google Workspace)

If you're using Gmail or Google Workspace as your email provider, follow these additional steps:

Go to your Google Account.
Select "Security" from the options.
Under "Signing in to Google," find and select "2-Step Verification."
Scroll down and click on "App passwords."
Enter a name or description for the app password, such as "Support System SMTP integration."
Click on "Generate."
Follow the instructions to enter the 16-character app password generated on your device.
Select "Done" to complete the process.
Note: These steps are specific to Gmail or Google Workspace accounts and may differ for other email providers.

Conclusion:

Congratulations! You have successfully added SMTP to your support system. The SMTP settings in the config.php file are now configured with the provided credentials. Your support system can now send emails using SMTP, enabling you to deliver important notifications and updates to your users efficiently.