

Setting up Email for CaterEase Connect

CaterEase has a feature rich email client that allows for the sending of Internet email to your customers via an **SMTP** (outgoing) mail server. This server can be managed in house by your company or by a *third party email hosting company. Replies to these messages from CaterEase are sent to users' inboxes in their email clients *outside* of CaterEase – just as with any normal inbound email message.

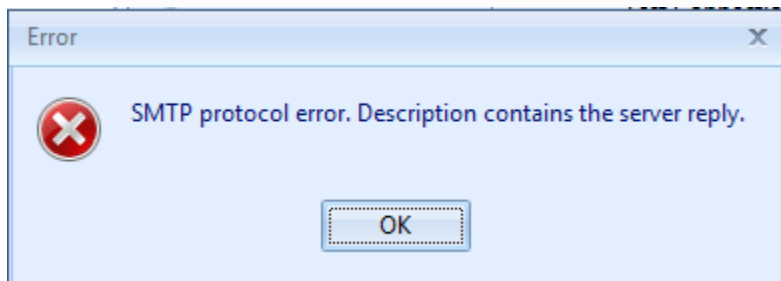
Each user that logs into CaterEase will have a separate email setting, very similar to any other mail client (such as Microsoft Outlook). CaterEase works with SSL and TLS encryption and their respective mail ports. The SMTP server must be configured to allow authenticated SMTP relay from the CaterEase Connect network. (See below for specific host and IP address used to open SMTP relay by third party email hosting companies or your IT staff to configure on respective email servers)

CaterEase Connect IP Address for SMTP Relay:

Hostname: fw1.hbs-hosting.net

IP Address: 74.118.234.225

* **Some third party email providers block SMTP.** Customers who use Gmail and other similar providers will not have SMTP blocked. Therefore, the above information **must** be given to third party hosting companies that block SMTP to configure their email servers to allow email traffic from CaterEase Connect. **If this step is not taken before trying to email out of CaterEase, users will likely get an error similar to the following:**



Step-by-step instructions for setting up email within CaterEase can be found in our dynamic, Internet based Help System under [Establishing Email Settings](#) as well as this [Tip of The Week Video](#). The **Email Type** option **required** for CaterEase Connect is **Direct Emailing**.

Frequently Asked Questions:

The company that hosts my email refuses to allow email from Caterease Connect, now what do I do?

Contact the **Caterease Helpdesk** directly at 239.261.6617 or via email at help@caterease.com for other available options.

How do I manage the load on my email server for email coming from Caterease Connect?

Managing the load on an email server would depend on the volume of email sent from Caterease (as with any other email client) at any given time and would be difficult to approximate. Typically, our customers use the emailing feature to send PDF attachments of Event Prints (Contacts, BEO's, Invoices, etc.) to their clients. Unless these attachments are loaded with large pictures and graphics (typically never the case), there should be little impact beyond what your users currently add while emailing from their email client (such as Microsoft Outlook) outside of Caterease.