



Configuring Email Fetching in Infocapture

Overview

It is possible to generate a new ticket in infocapture simply by emailing a dedicated email address. You can follow the following steps to configure Email fetching for your InfoCapture project.

Requirements

- InfoCapture project with Email Fetching enabled
- Access to a dedicated POP/IMAP email account

Step 1 - Set up a Dedicated Email Account

Ask your IT team to provide a dedicated POP/IMAP corporate email account for example `form-submission@company.com` with the following details.

- Host
- Port
- Protocol
- Username
- Password or Application password

Alternatively, you can set up a new dedicated email address using a public email server such as Gmail by following these steps:

- Log in to Gmail with the new dedicated email address you are planning to use to capture all emails.
- In the top right, click Settings > See all settings.
- Click on the Forwarding and POP/IMAP tab.
- In the POP download, select Enable POP3
- In the 'IMAP access' section, select Enable IMAP.
- Click Save Changes.

Settings

General Labels Inbox Accounts Filters and blocked addresses **Forwarding and POP/IMAP** Add-ons Chat Advanced Offline Themes

Forwarding:

[Learn more](#)

[Add a forwarding address](#)

Tip: You can also forward only some of your mail by [creating a filter!](#)

POP download:

[Learn more](#)

1. Status: **POP is enabled** for all mail that has arrived since 01/01/1970

- ☐ Enable POP for **all mail** (even mail that's already been downloaded)
☐ Enable POP for **mail that arrives from now on**
☐ **Disable POP**

2. When messages are accessed with POP keep Claromentis Mail's copy in the Inbox ▼

3. **Configure your email client** (e.g. Outlook, Eudora, Netscape Mail)

[Configuration instructions](#)

IMAP access:

(access Claromentis Mail from other clients using IMAP)

[Learn more](#)

Status: **IMAP is enabled**

- ☒ Enable IMAP
☐ Disable IMAP

When I mark a message in IMAP as deleted:

- ☐ Auto-Expunge on - Immediately update the server. (default)
☒ Auto-Expunge off - Wait for the client to update the server.

When a message is marked as deleted and expunged from the last visible IMAP folder:

- ☒ Archive the message (default)
☐ Move the message to the Bin
☐ Immediately delete the message forever

Folder size limits

- ☒ Do not limit the number of messages in an IMAP folder (default)
☐ Limit IMAP folders to contain no more than this many messages 1,000 ▼

Configure your email client (e.g. Outlook, Thunderbird, iPhone)

[Configuration instructions](#)

[Save Changes](#)

[Cancel](#)

⚠ Password: Many POP3 and IMAP services such as Gmail use 2FA authentication meaning a normal password won't work. Please create and use an **Application Password** in Gmail or Office365

Step 2 - Configure Email Fetching in InfoCapture

1 Create a new InfoCapture Project if you don't have one ready to use. Ideally it should contain the following fields

Email Fetching

[Form Details](#)

[Form styles](#)



[✎ From](#)

[✎ Subject](#)

[✎ Message](#)

[➔ Check in form](#)

[👁 Preview form](#)

2. Edit Project Properties and check **Handle incoming mail** and **Configure**

Handle incoming mail



[✎ Configure](#)

3. Configure Email Fetching using the details provided.

Here is example for POP3 account

Set up mail account

☐ Use Mailgun address for incoming mail

☒ Fetch from server

Host	<input type="text" value="pop.gmail.com"/>
Port	<input type="text" value="995"/>
Protocol	<input type="text" value="POP3"/>
Username	<input type="text" value=".....@claromentis.com"/>
Password	<input type="password" value="....."/>
Confirm Password	<input type="password" value="....."/>
<input checked="" type="checkbox"/> Secure connection (SSL)	
<input checked="" type="checkbox"/> Do not validate SSL certificate	
<input type="checkbox"/> Delete messages from server when deleted from trash:	
Check for mail	<input type="text" value="Every hour"/>

Example for IMAP account

Set up mail account

☐ Use Mailgun address for incoming mail

☒ Fetch from server

Host	<input type="text" value="imap.gmail.com"/>
Port	<input type="text" value="993"/>
Protocol	<input type="text" value="IMAP"/>
Username	<input type="text" value=".....@claromentis.com"/>
Password	<input type="password" value="....."/>
Confirm Password	<input type="password" value="....."/>
<input checked="" type="checkbox"/> Secure connection (SSL)	
<input type="checkbox"/> Do not validate SSL certificate	
<input type="checkbox"/> Delete messages from server when deleted from trash:	
Check for mail	<input type="text" value="Every 5 min"/>

You can set the frequency of how often the system should check for new emails per project.

Note: Email fetching relies on background tasks that run every minute to check for new emails, it is advisable to set the frequency to 5 min or more in the production environment depending on how often you receive the emails.

Testing & Troubleshooting

1. Send an email from another account to the designated email address for email fetching.
2. Login to the email account (use a normal password, not an application password) and see if the email is received in the inbox.
3. Check the system background task to ensure it's running. Depending on configuration sets in the Email fetching, it only triggered at a certain time. It is advisable not to check too frequently. Set for every hour or 5 minutes to avoid overloading background tasks.
4. Ensure the same details are only use for one project at a time.

Disable the **"Handle Incoming Email"** checkbox in another project before setting up a new one.

If the email fetching configuration is used in multiple projects, they might get anything sporadically. It's first-come-first-served when they read it and then it is marked as read

6. Test Application Password Credentials by using a free POP3 Mail Server Test

Test POP3 Mail
Server

7. Still no Email?

Ask our support team to check the system log to give more clues, here is an example log if incorrect credentials or ports were used. Here is an example log showing failed authentication.

```
[2024-09-04 10:52:36] mail.ERROR: Ddeboer\Imap\Exception\AuthenticationFailedException: [E_WARNING] Authentication failed for user "xxxx@claromentis.com": imap_open(): Couldn't open stream {imap.gmail.com:993/ssl/novalidate-cert} imap_alerts (0): imap_errors (1): - Can not authenticate to IMAP server: [ALERT] Application-specific password required: https://support.google.com/accounts/answer/185833?hl=en in /var/www/claromentis/application/vendor_core/ddeboer/imap/src/Server.php:87 Stack trace: #0 /var/www/claromentis/application/web/intranet/core/classes/Mail/Fetch/MailServer.php(58): Ddeboer\Imap\Server->authenticate() #1 /var/www/claromentis/application/web/intranet/common/mail_functions.php(87): Claromentis\Core\Mail\Fetch\MailServer->connect() #2 /var/www/claromentis/application/web/intranet/common/mail_functions.php(433): receive_mail() #3 /var/www/claromentis/application/web/background.php(258): check_emails_for_all_users() #4 {main}
```