

Commence Email Dropbox

Commence RM makes it easy to store contact-related emails. Even if your company is **not** using **Microsoft Outlook** you still have the ability to capture and connect email exchanges to a contact by using an email dropbox. Messages you choose to send to the dropbox are automatically linked to the contact if a matching contact email address is found in the Commence database.

All the Commence users will send email to be logged to the same dropbox address. Before you can configure the dropbox settings, ask your email administrator to create a dedicated mailbox for this purpose. For example, if you work for Acme Company and your email address is yourname@acme.com, your Email dropbox should be setup as crm@acme.com. This must be a POP3 email account.

The email account must also be configured to delete messages in the inbox once they've been accessed via Commence to avoid duplication when logging email. Finally, to complete the setup procedure you will also need to know the username (email address) and password for this account.

Configuring the Dropbox (for Administrators)

Dropbox settings should only be entered by a Commence administrator. Once the dropbox is set up it is ready for use by any user at your company.

Note: If no one has Administrator rights at your company, please contact Commence to help you with the dropbox configuration.

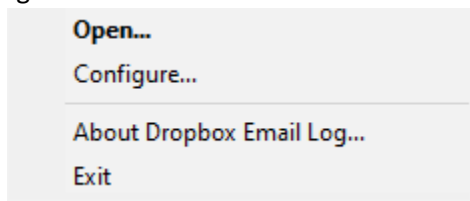
Edit the database DATA.INI file and add the setting

```
[OtherOptions]  
DropBoxEmailLog = 1
```

On restarting Commence, the Email dropbox app will be started and show as an icon in the Windows taskbar.



Right click on the icon to show the menu items



Dropbox Email Logs [X]

Database
Name: TutorialDB
Path: C:\ProgramData\Commence\C...\TutorialDB

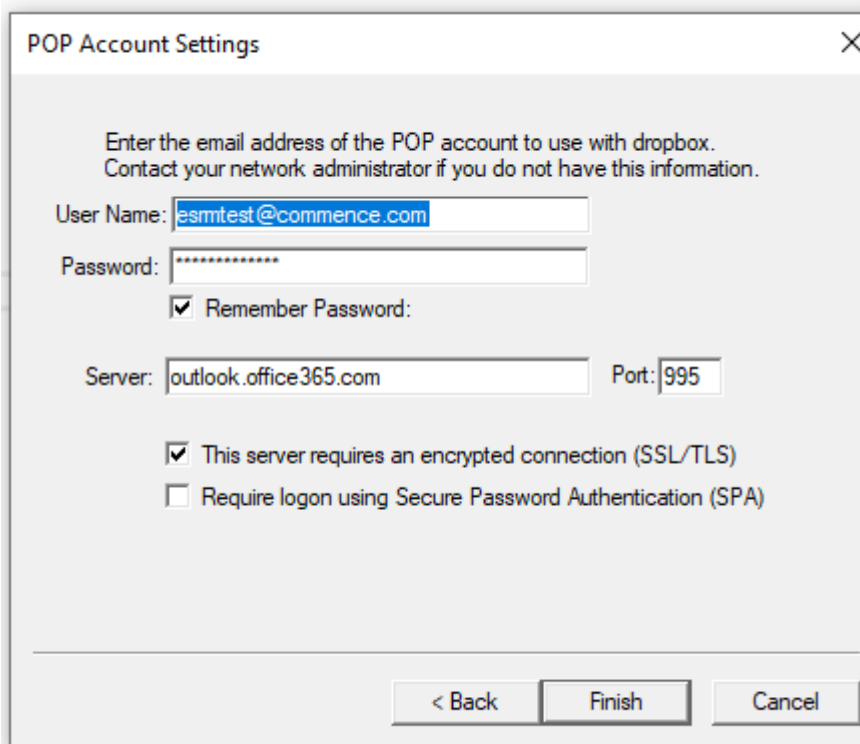
Email Log Information
Last check on Mon, 11 Jan 2021 18:14:00
Next check on Mon, 11 Jan 2021 18:17:00

Email Log Settings [X]

Database
Name: TutorialDB
Path: C:\ProgramData\Commence\Commence\8.0\TutorialDB

Schedule an automatic receive every:
 minutes:

Receive Email message using:



[The Commence Dropbox Settings Page](#)

Enter the following information and click **Save**:

- **Login Information**

- User Name: Enter the email address for the dropbox account. This allows Commence to check your dropbox (inbox) at regular intervals and capture any email messages that have been sent by Commence users.
- Password: Enter the email password for the dropbox account. Be sure to keep this updated if your email administrator requires passwords to be changed regularly.

- **Server Information**

- Server: This is the URL used by your mail server to receive email. Using the fictional Acme Company, this would be “mail.acme.com”.
- Port: This is typically “110” for POP3. Check with your email provider if you are not sure of the correct settings.
- SSL: Check this box only if your mail server requires encryption.

Your company dropbox setup is complete.

Sending New Email & Logging to the Dropbox (for Users)

As you send new email you can simultaneously log the email to the dropbox. Simply compose a new email message to one of your contacts and BCC your company's dropbox.

From: – This is your email address.

To: – This is the email address of the recipient. This can be any contact email address in Commence.

BCC: – This is your company's dropbox email address (for example: crm@acme.com).

Body: - This is the content of the email message that will be logged to Commence

Logging Historical Email to the Dropbox (for Users)

You can log any existing email message to the dropbox. There are two ways to do this. Choose whichever method is simplest for you.

OPTION 1 – FORWARD AS ATTACHMENT:

Select the message in your **Inbox**, **Sent** folder, or any other folder and forward the message as an attachment. Put your company dropbox address in the **To:** field.

From: – This is your email address.

To: – This is your company's dropbox email address (for example: crm@acme.com).

Body: - The message body can be blank. The contents of the attachment (the original email message including any original attachments) will be logged to Commence.

Note: Your message must be addressed *directly to the dropbox* to successfully log the forwarded email message.

OPTION 2 – FORWARD AS INLINE TEXT:

If your email program does not allow you to easily forward messages as an attachment, you can send your message to the dropbox as inline text.

From: – This is your email address.

To: – This is your company’s dropbox email address (for example: crm@acme.com).

Body: - The message body will show the contents of the original email message. Everything after the *** will be logged to Commence.

In the body of the forwarded email message, instead of being blank this will show the original message content including the original Message Date, From, To, and CC. Retype this header information at the top of your forwarded message using the following syntax. The **From:**, **To:** and **CC:** must clearly show the email addresses that correspond to contact email addresses in Commence. The information must be followed by three asterisk symbols. Everything after the asterisks will be the original message content logged to Commence.

For example, type the following information in the body of the email message:

From: websupport@commence.com

Sent: 08/28/2012 6:00pm

To: websupport@commence.com

Cc: p.roche@commence.com

>> Original Message Body starts here...

Viewing Logged Dropbox Email in Commence

To view the message you sent to the dropbox, open the associated account or contact record. If a matching email address was found (in the From:, To:, or CC: fields of the logged email) then the message will be attached to that account record or contact record.

Note: It may take a few minutes for your logged dropbox email message to appear in Commence.

Item Detail (History)

Email

Date	Subject	
11/24/2020	Email_Create n number of request file	
Message Time	Message Size	Message Type
4:58 PM		
CC	Importance	Sensitivity

Body

If emaillog.req file exist then create a new one

messageFile

[email_1905128384...requestfile.eml](#)
File stored on local drive

Employee
(none)

Contact
(none)

Account
(none)

Opportunity
(none)

Activity Code
(none)

Result Code
(none)

Commence Logged Email from the Dropbox