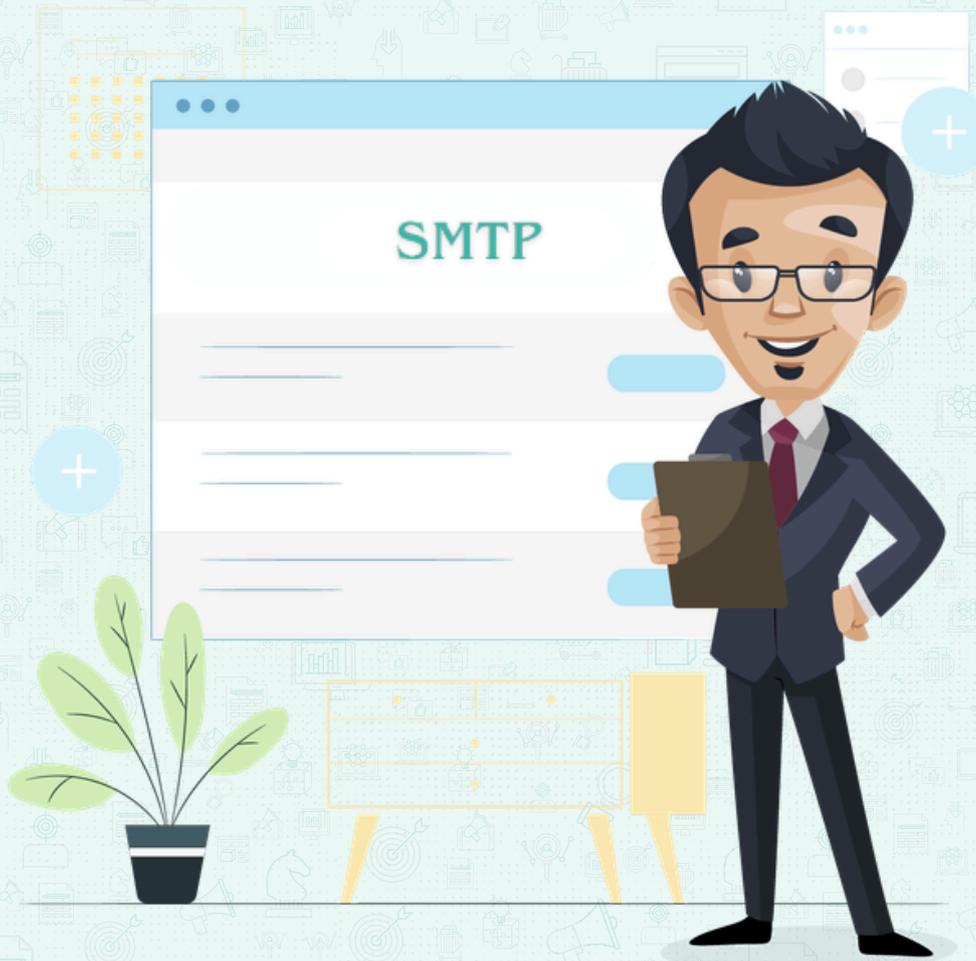




# SMTP Guide

## in CA CloudDesk



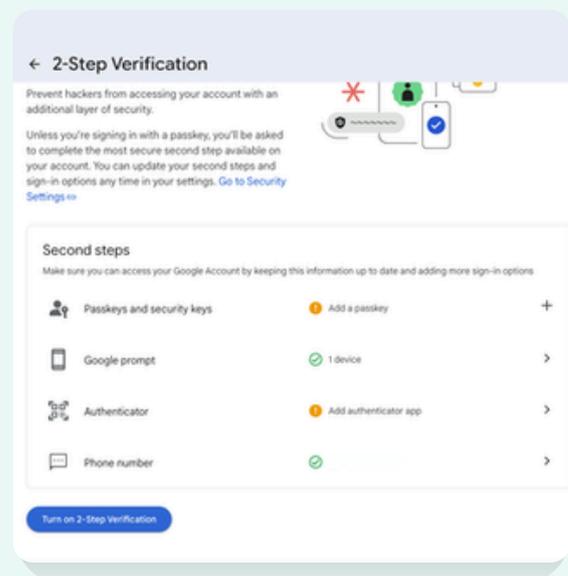
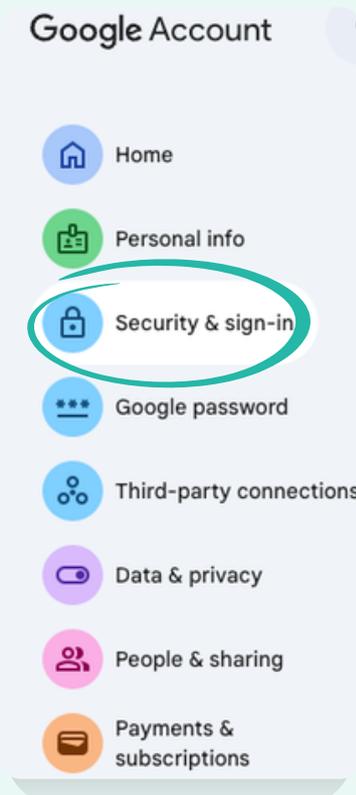
## OPTION 1: IF YOU ARE USING GMAIL

### Step 1: Create App Password in Google

1. Log in to your **Google Account**
2. **Click Manage** your Google Account



3. Go to **Security**
4. Enable **Two-Step Verification**

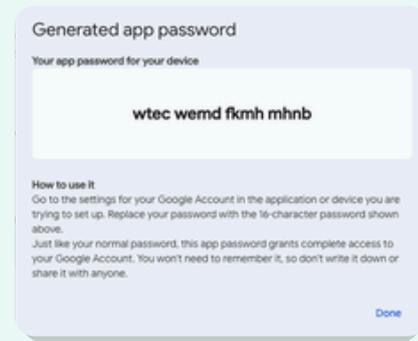
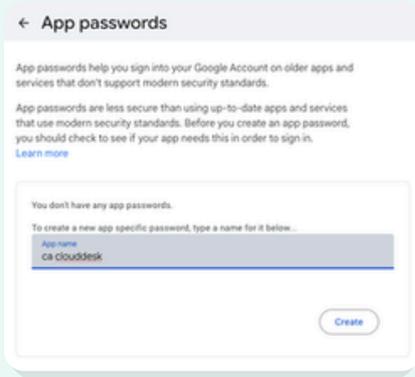
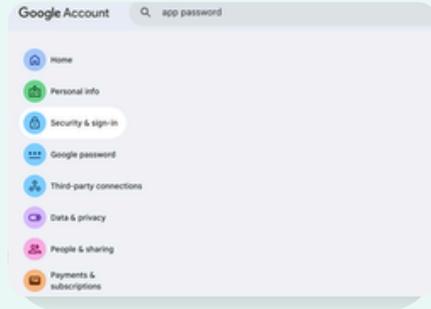


#### 4. Search for **App Passwords**

#### 5. Generate a **new App Password**

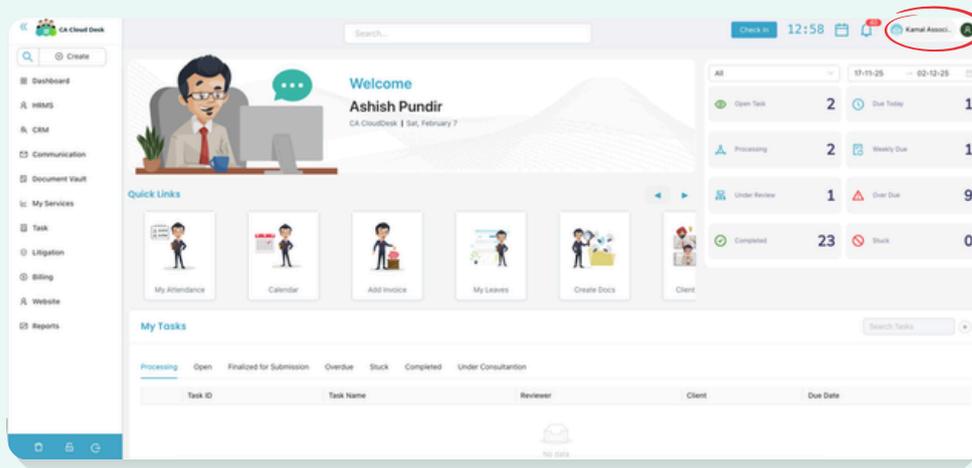
#### 6. Generate a new App Password

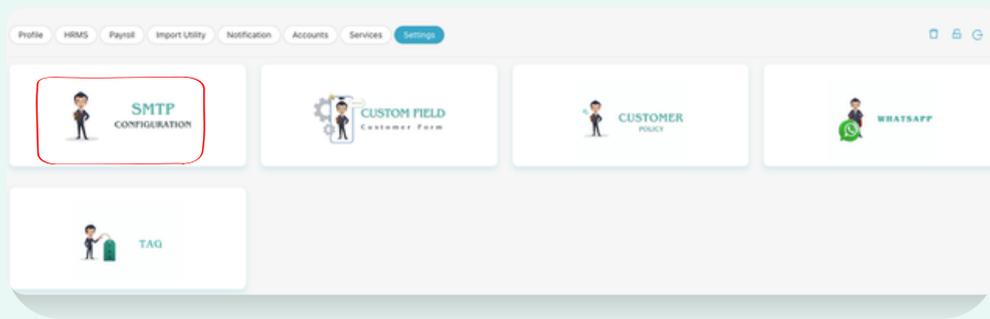
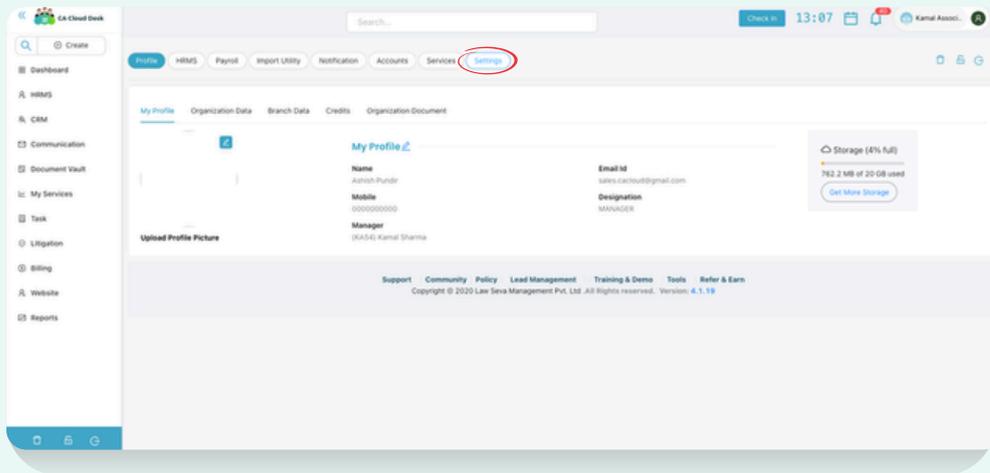
#### 7. Copy the password



## STEP 2: CONFIGURE GMAIL SMTP IN CA CLOUDDESK

### 1. Go to **CA CloudDesk** → **Settings** → **SMTP Configuration**

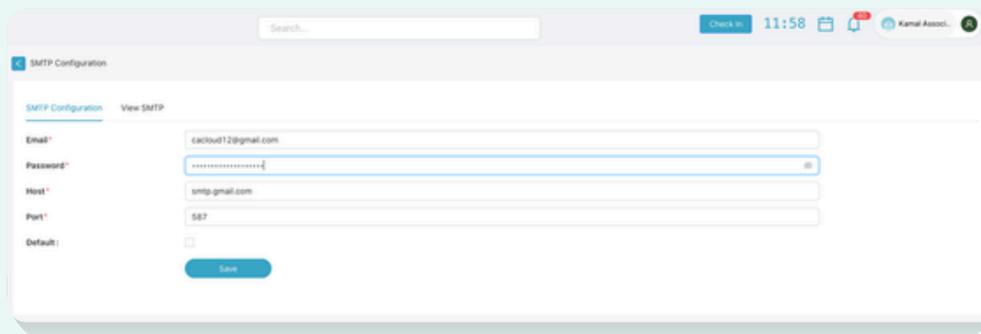




### 3. Select **Gmail**

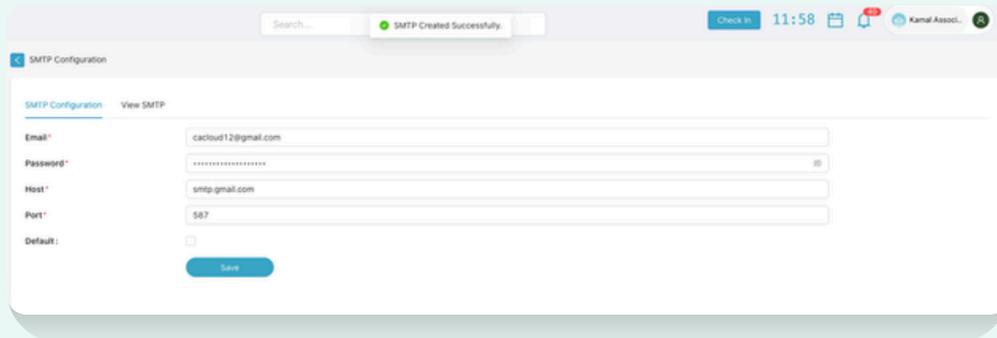
### 4. Enter:

- Email Address: **Your Gmail ID**
- Password: **App Password**
- Host: **smtp.gmail.com**
- Port: **587**



## 5. Click **Save**

✓ Gmail SMTP is now configured.



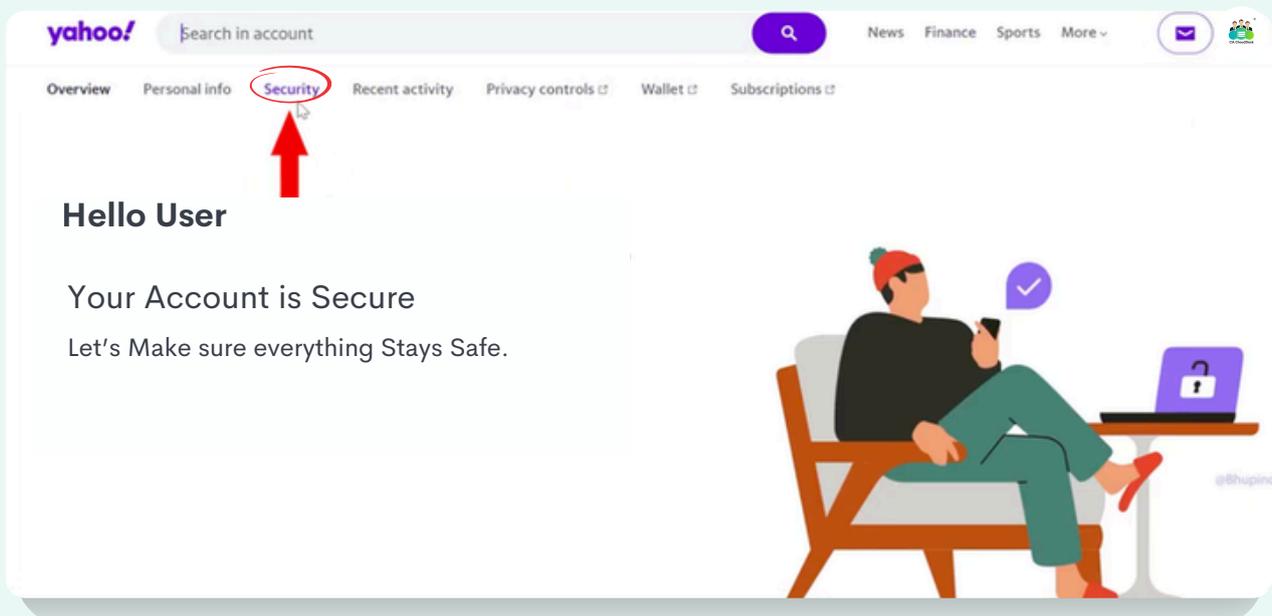
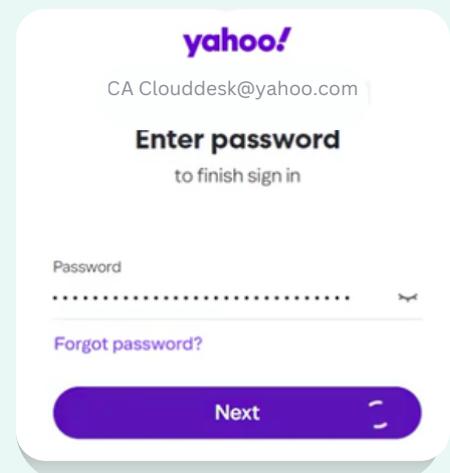
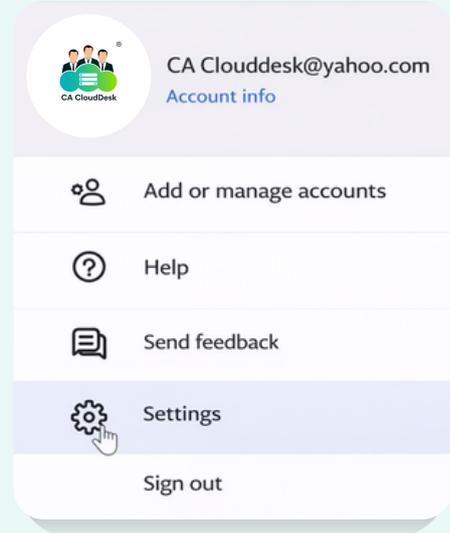
The screenshot shows a web browser window with the title "SMTP Configuration". A notification banner at the top reads "SMTP Created Successfully." The browser's address bar shows "Search...", "Check in", "11:58", and "Kamal Assoc.". The main content area has two tabs: "SMTP Configuration" (active) and "View SMTP". Below the tabs are input fields for "Email\*" (cacloud12@gmail.com), "Password\*" (masked with dots), "Host\*" (smtp.gmail.com), and "Port\*" (587). There is a "Default:" checkbox which is unchecked. A blue "Save" button is located at the bottom right of the form.



## OPTION 2: IF YOU ARE USING YAHOO MAIL

### Step 1: Create App Password in Yahoo

1. Log in to your **Yahoo Account**
2. Go to **Account Security**
3. Enable **Two-Step** Verification
4. Click **Generate App Password**
5. Select **Mail App**
6. Copy the **password**



ACCOUNT ACCESS

### How you sign in to Yahoo

Find your current sign-in method or discover other ways to access your account.

This is how you sign in now

Password

Last Changed: November 13, 2023

[Change password](#)

2-Step Verification

Your phone number

2-Step Verification - ON

[Manage](#)

Other ways to sign in

App Password

If you don't normally use a password to sign in to your Yahoo account, here's where you can generate a password for 3rd-party apps that require passwords.

[Generate app password](#)

### Generate an app password

Some apps require a separate, one-time password to sign in. Generate and manage them here.

Enter your app's name

App name

[Generate password](#)

<

>

### Your app password

Your one-time app password for **Outlook** is:

**WXXn WXXn WXXn WXXn**

[Copy](#)

This is a one-time password -- you do not need to remember it. It does not replace your normal password.

## STEP 2: CONFIGURE YAHOO SMTP IN CA CLOUDDESK

1. Go to **CA CloudDesk** → **Settings** → **SMTP Configuration**

2. Select **Yahoo**

3. Enter:

- o Email Address: **Your Yahoo ID**
- o Password: **App Password**
- o Host: **smtp.mail.yahoo.com**
- o Port: **587**

4 .Click **Save**

✓ **Yahoo SMTP is now configured.**



## OPTION 3: IF YOU ARE USING REDIFF MAIL

### STEP 1: USE YOUR REDIFF EMAIL PASSWORD

App password is not required for Rediff.

### STEP 2: CONFIGURE REDIFF SMTP IN CA CLOUDDesk

1. Go to **CA CloudDesk** → **Settings** → **SMTP Configuration**

2. Select **Rediff**

3. Enter:

- Email Address: **Your Rediff ID**
- Password: **Your Rediff Email Password**
- Host: **smtp.rediffmail.com**
- Port: **587**

4. Click **Save**

✔ Rediff SMTP is now configured.

## OPTION 4: IF YOU ARE USING OUTLOOK

### STEP 1: CREATE APP PASSWORD IN OUTLOOK

1. Log in to your **Microsoft Account**

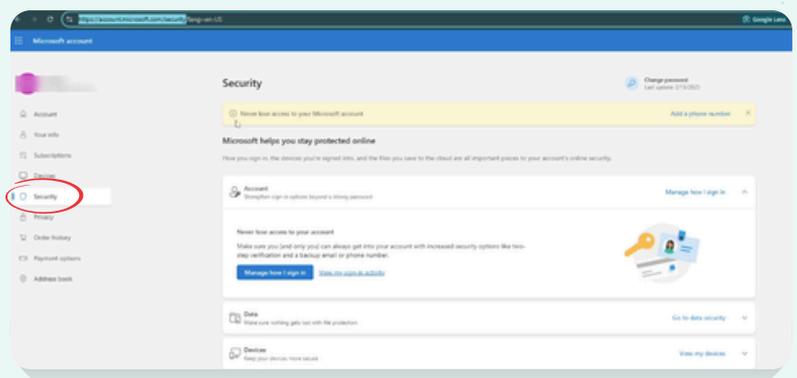
2. Go to **Security**

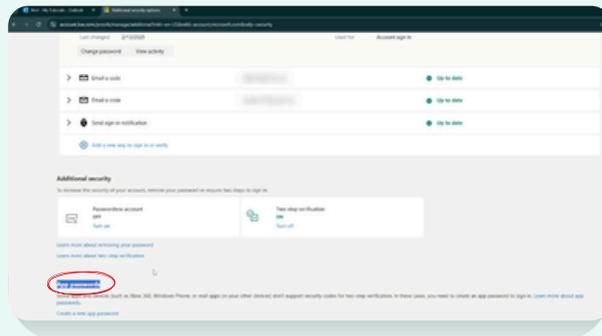
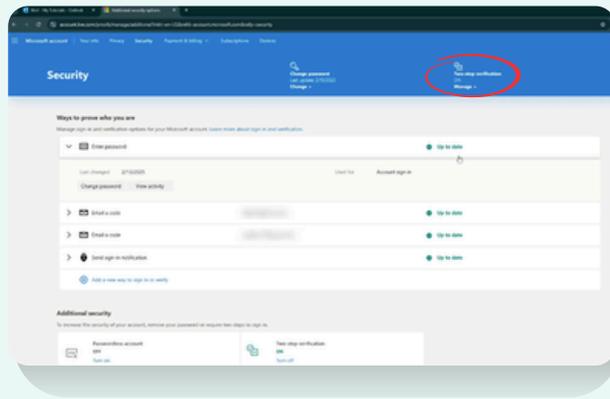
3. Enable **Two-Step Verification**

4. Click **App Passwords**

5. Generate a **new App Password**

6. Copy the **password**





## STEP 2: CONFIGURE OUTLOOK SMTP IN CA CLOUDDESK

1. Go to **CA CloudDesk** → **Settings** → **SMTP Configuration**
2. Select **Outlook**
3. Enter:
  - Email Address: **Your Outlook ID**
  - Password: **App Password**
  - Host: **smtp.office365.com**
  - Port: **587**
4. Click **Save**

✓ Outlook SMTP is now configured.

