

Email Settings

Last Modified on 03/11/2024 8:45 am CDT

[Tool Rights](#) | [SMTP Server Configuration](#) | [Mailgun Configuration](#)


Tool Search: Email Settings

The Email Settings tab allows a user to configure general settings for email messages. The initial setup of this tab should be completed before email messaging is attempted.

Google and Yahoo now require enhanced email authentication, specifically through DMARC, SPF, and DKIM starting **February 1st, 2024**. Please review [Email Authentication for DMARC, SPF, and DKIM](#) for more information.

Email Settings ☆

[Communication](#) > [Messenger Settings](#) > Email Settings

 Save

Basic Settings

*Default Sender Email Address

*SMTP Host

SMTP Port (leave blank to use default port)

SMTP Timeout

Use Authentication

Username

Password

Verify Password

Use TLS

Advanced Settings

Minutes Between Retries

Max Errors Before Cancel

Throttle Email Messages emails per second (leave blank to not throttle)

Email Attachment Settings

Allow Email Attachments

Limit Email Attachment File Size MB

Global Email Settings

Use Sender's Email from Census as Reply To Email Address

Allow Custom Reply To Email Address

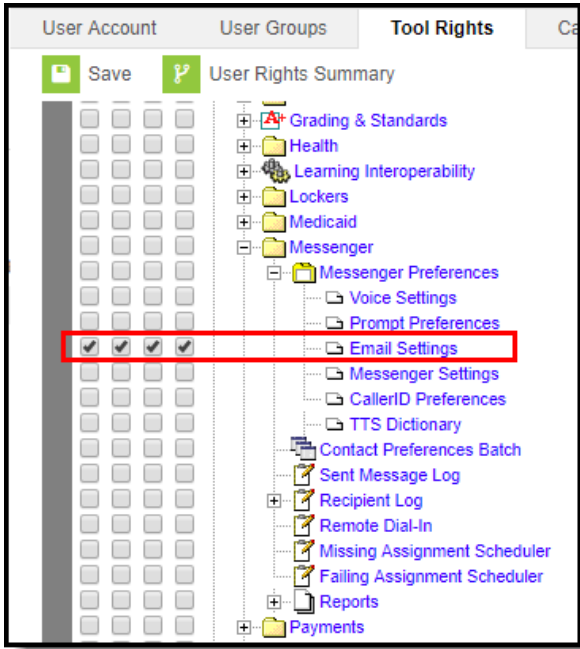
Allow Custom Sender Display Name

Require Custom Sender Display Name in Campus Instruction

Test Email Settings Configuration

Tool Rights

Users must have at least **A(dd)** tool rights to configure Email Settings.



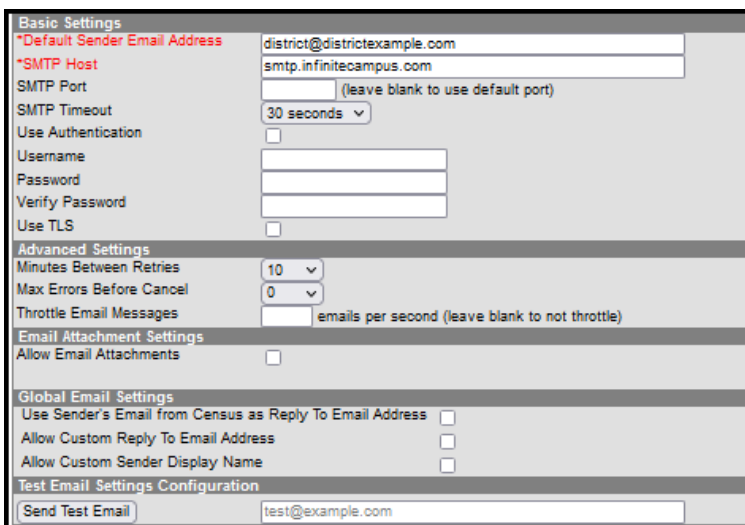
SMTP Server Configuration

The sections below will describe how to configure your email depending on whether or not you will use TLS encryption:

- Non-TLS Configuration
- TLS Configuration
- Field Descriptions (SMTP)

Non-TLS Configuration

To configure the Email Settings for email messaging from an internal school/district server, or other email service that does not use TLS encryption:



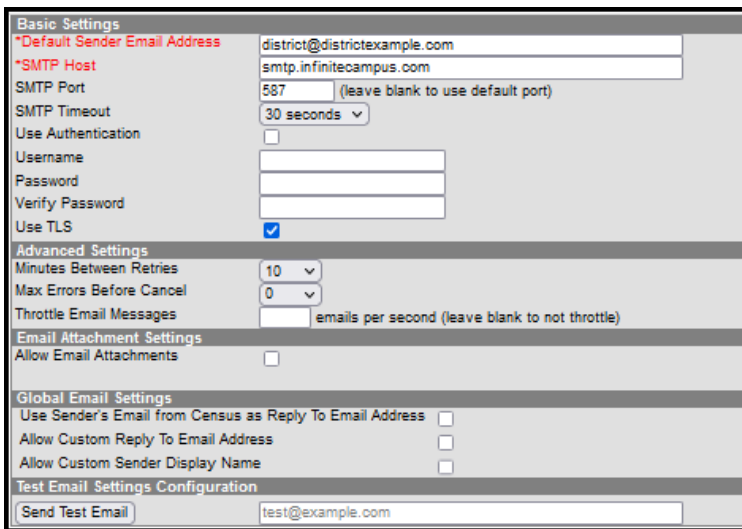
The following steps are required for standard setup:

1. Enter the **Default Sender Email Address**.
2. Enter the **SMTP Host** address.
3. Enter the **SMTP Port**.
4. Choose the number of **Minutes Between Retries** (optional).
5. Select the allowed **Max Errors Before Cancel** (optional).
6. Click the **Save** icon.

Users are highly advised to enter and Send a Test Email to ensure entered values are correct.

TLS Configuration

To configure the Email Settings to allow emails from email services and SMTP servers that require TLS encryption of transferred messages:



The following steps are required for standard setup:

1. Enter the **Default Sender Email Address**.
2. Enter the **SMTP Host** address.
3. Enter the **SMTP Port**.
4. Mark the **Use TLS** checkbox.

Users are highly advised to enter and **Send a Test Email** to ensure entered values are correct.

5. Click the **Save** icon.

Optional Configuration Steps

The following steps are optional for standard setup:

1. Mark the **Use Authentication** checkbox and enter values in the authentication fields:
 - **Username**
 - **Password**
2. Choose the number of **Minutes Between Retries**.
3. Select the allowed **Max Errors Before Cancel**.

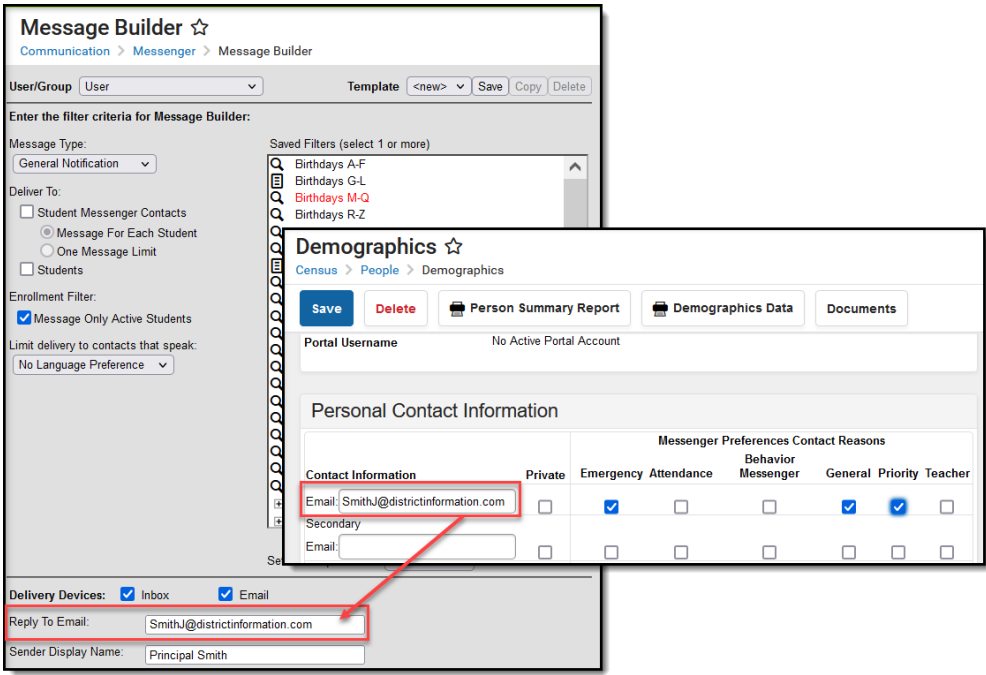
Field Descriptions (SMTP)

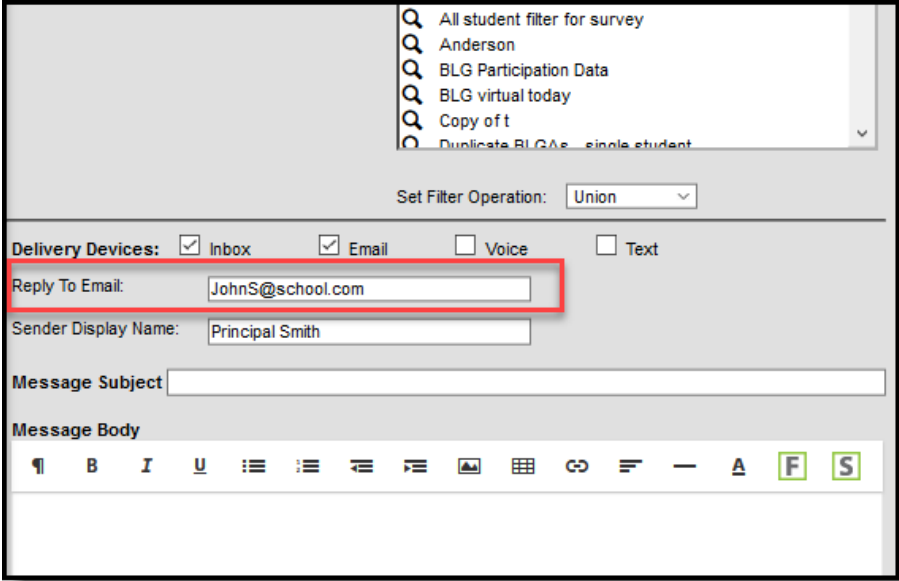
The table below describes each field available:

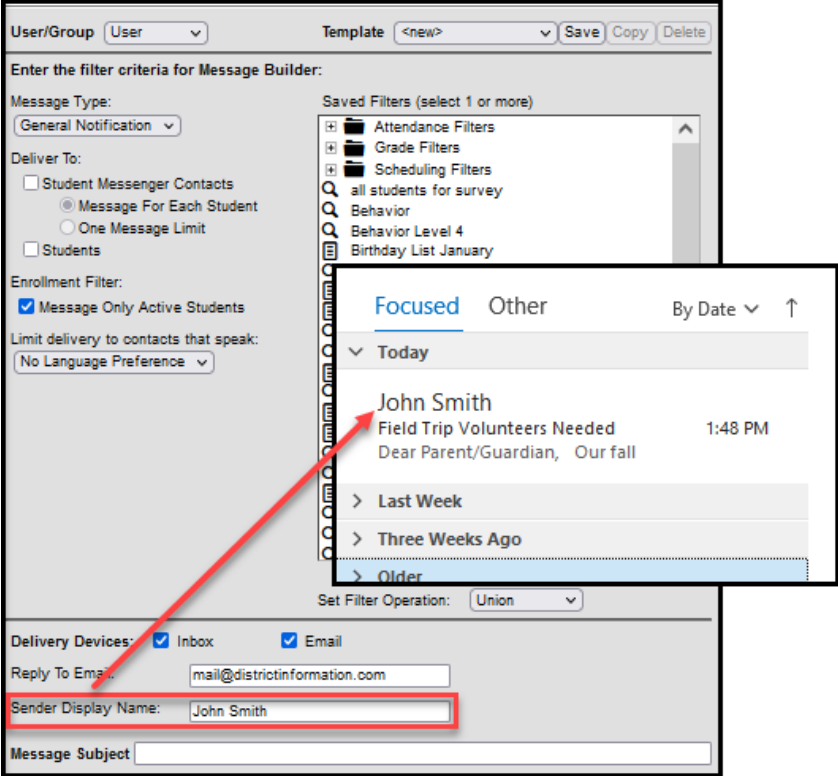
Field	Description
Default Sender Email Address	<p>The default email address that appears as the "sent from" address on sent email messages. This field is required.</p> <p>The Default Sender Email Address must be a real email address so that the recipient's email server does not view the message as SPAM. A real email address also allows bounce-back messages to be delivered to an actual mailbox even if the mailbox is not monitored.</p> <div style="background-color: #fff9c4; padding: 10px; margin-top: 10px;"> <p>Do not include "infinitecampus" in the email address as this incorrectly gives the impression that emails are being delivered by the company Infinite Campus.</p> <p>To reduce the chance an email is flagged as spam, avoid using "noreply" or "donotreply" in the Default Sender Email Address.</p> </div>
Use SMTP Server	Select this radio button to begin configuring email settings for an SMTP server.
SMTP Host	The Simple Mail Transfer Protocol (SMTP) host name used to transfer emails. SMTP is the only protocol supported in Campus.
SMTP Port	The specific port allowing SMTP and email exchange. To use the default SMTP port, leave blank. Otherwise, if a specific port number is required by a service, enter it in this field.

Field	Description
SMTP Timeout	<p>The amount of time that Campus will wait for the SMTP server to respond. If the SMTP server does not respond in the specified amount of time, the message will timeout and Campus will resend the message according the preferences set in the Advanced Settings group on this screen.</p> <p>The SMTP Timeout dropdown list includes the following options:</p> <ul style="list-style-type: none"> ◦ 30 seconds (default) ◦ 1 minute ◦ 2 minutes ◦ 3 minutes ◦ 4 minutes ◦ 5 minutes
Use Authentication	<p>If a username and password are required for SMTP authentication, this box should be checked. When checked, the Username and Password fields will be unlocked for editing.</p>
Username	<p>The username required for server authentication, if required by SMTP server setup. This field is available for editing when the Use Authentication field is set to a value of "Yes."</p>
Password	<p>The password required for server authentication, if required by SMTP server setup. This field is available for editing when the Use Authentication field is set to a value of "Yes."</p>
Use TLS	<p>Checkbox indicates whether or not Transport Layer Security (TLS) should be used to encrypt email transfer on the server. Some services require this encryption.</p>
Minutes Between Retries	<p>The number of minutes to wait between a failed message delivery attempt and the next message delivery attempt.</p>
Max Errors Before Cancel	<p>The maximum number of failed message delivery attempts allowed before all attempts to deliver the message are canceled. The default value for this field is "10."</p>
Throttle Email Messages	<p>This option determines the number of email messages the application server will process per second. You may enter any number from 1 to 999.</p>

Field	Description
<p>Allow Email Attachments</p>	<p>This option allows users to add email attachments to messages. When this option is checked, all Messenger tools display the option to send email attachments. When this option is not checked, no tools display the option to send email attachments.</p> <p>If there are template email attachments and this checkbox is cleared so that the option to upload an attachment is removed, the templates will NOT send the attachments.</p>
<p>Limit Email Attachment File Size</p>	<p>This option allows you to set size limits for email attachments. If a user tries to attach a file that is larger than the limit set in this field, an error message will display explaining that their file is too large.</p> <p>The maximum file size is 100 MB and is set in the Campus XML file. Districts using Campus' SMTP Host are limited to 1.3 MB regardless of what is entered in this field.</p> <p>Large email attachments of several MBs will take several minutes to upload.</p> <p>If there are templates with email attachments and this field is changed to a limit lower than what exists on the saved templates, the templates WILL send the saved email attachment. If the template is changed and saved, you will not be able to save the large email attachment.</p>

Field	Description
<p>User Sender's Email from Census as Reply to Email Address</p>	<p>Mark this checkbox to have the sender's email address (Census > People > Demographics > Email) auto-populate the Reply To Email field in the Message Builder and Staff Messenger tools.</p>  <p>The screenshot shows two overlapping windows. The background window is 'Message Builder' with the 'Reply To Email' field set to 'SmithJ@districtinformation.com'. The foreground window is 'Demographics' showing a table of contact information. A red box highlights the 'Email' field in the 'Contact Information' section, which contains 'SmithJ@districtinformation.com'. A red arrow points from this box to the 'Reply To Email' field in the Message Builder window.</p> <p>If the default language en_US is removed from Attribute Dictionary > Contact > Pref. Language, the option to User Sender's Email from Census will not work. Districts can add/edit other languages within the Attribute Dictionary, but should never edit or delete en_US.</p> <p>This option does not apply to Emergency Messenger. Emergency Messenger uses the Email Address from the Default Sender Email Address on this screen.</p>

Field	Description
<p>Allow Custom Reply to Email Address</p>	<p>Mark this checkbox to have the Reply to Email field in the Message Builder and Staff Messenger tools unlocked and able to be edited.</p>  <p>If you check both the User Sender's Email from Census as Reply to Email Address and Allow Custom Reply to Email Address checkboxes, the Reply to Email field will auto-populate with the sender's email address but remain unlocked and able to be edited.</p> <p>This option does not apply to Emergency Messenger. Emergency Messenger uses the Email Address from the Default Sender Email Address on this screen.</p>

Field	Description
<p>Allow Custom Sender Display Name</p>	<p>Mark this checkbox to have the Sender Display Name field display in the Message Builder, Staff Messenger and Emergency Messenger tools. If enabled, the field will display only when Email is selected from the Delivery Devices options. This field allows the sender to customize the name they would like displayed in the recipient's email inbox for easier identification purposes.</p>  <p>The screenshot shows the 'Message Builder' interface. At the bottom, the 'Sender Display Name' field is highlighted with a red box and contains the text 'John Smith'. A red arrow points from this field to an email preview window above it, which shows an email from 'John Smith' with the subject 'Field Trip Volunteers Needed'.</p>
<p>Require Custom Sender Display Name in Campus Instruction</p>	<p>Mark this checkbox to display the Sender Display Name field in Campus Instruction messenger tools. When marked, an entry is required before the message can be sent.</p> <div style="background-color: #e0f2f1; padding: 10px; border: 1px solid #ccc;"> <p>This checkbox is available only when the <i>Allow Custom Sender Display Name</i> checkbox is marked.</p> </div>
<p>Send Test Email</p>	<p>Enter a valid email address and select the Send Test Email button to test whether the Email Settings entered above this field are correct. If you receive the test email in your inbox, your Email Settings are configured properly. If you do not receive the test email, this indicates one or more of the fields above is incorrect or invalid.</p>

Mailgun Configuration

Mailgun is a third party email relay system Campus uses to distribute emails out to service

providers. Campus provides Mailgun to Campus Cloud (CC) or Campus Cloud Choice (CCC) hosted districts. Non-CC/CCC hosted districts can obtain an account directly from Mailgun if desired. This section will walk you through configuring Campus to send email messages using Mailgun.

Email Settings ☆

Communication > Messenger Settings > Email Settings

Save

Basic Settings

*Default Sender Email Address

Use Mailgun API
 Use SMTP Server

*Mailgun Domain

Advanced Settings

Minutes Between Retries ▼

Max Errors Before Cancel ▼

Throttle Email Messages emails per second (leave blank to not throttle)

Email Attachment Settings

Allow Email Attachments

Limit Email Attachment File Size MB

Global Email Settings

Use Sender's Email from Census as Reply To Email Address

Allow Custom Reply To Email Address

Allow Custom Sender Display Name

Require Custom Sender Display Name in Campus Instruction

Test Email Settings Configuration

The following steps are required for a Mailgun setup:

1. Enter the **Default Sender Email Address**.
2. Select the **Use Mailgun API** radio button.
3. Enter your **Mailgun Domain**.
4. Enter an email address in the Test Email Setting Configuration section and click the **Send Test Email** button. This test email allows you to ensure the settings you have entered are correct.
5. Click the **Save** icon.

Optional Configuration Steps

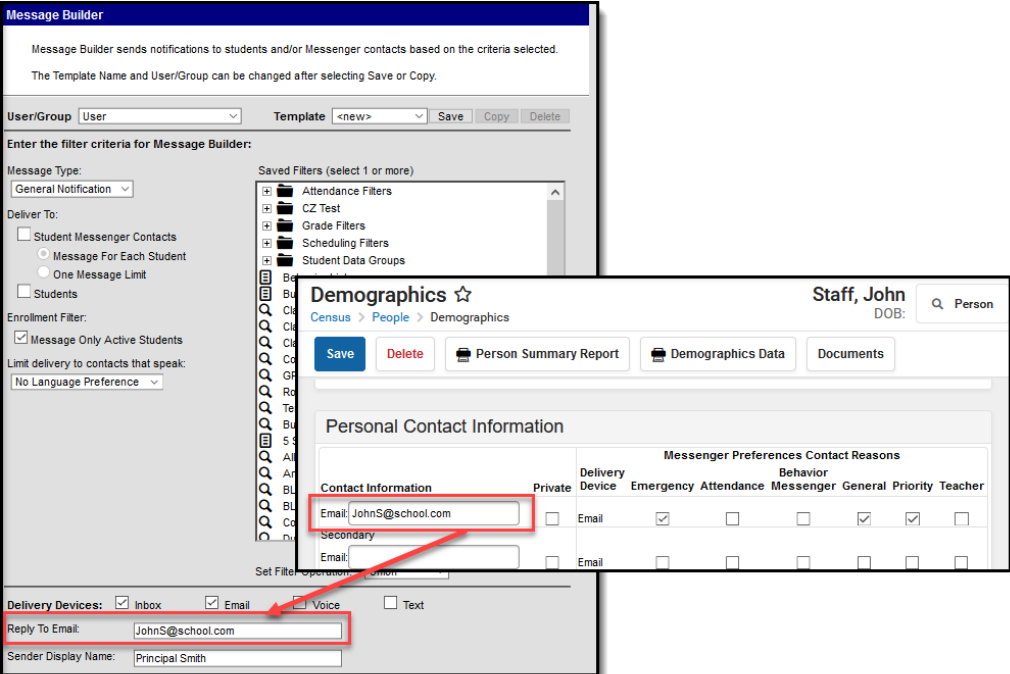
See the table below for more information about remaining optional fields found in the editor.

Field Descriptions (Mailgun)

The table below describes each available field.

Field	Description
Default Sender Email Address	<p>The default email address that appears as the "sent from" address on sent email messages. This field is required.</p> <p>The Default Sender Email Address must be a real email address so that the recipient's email server does not view the message as SPAM. A real email address also allows bounce-back messages to be delivered to an actual mailbox even if the mailbox is not monitored.</p> <div data-bbox="395 528 1423 808" style="background-color: #fff9c4; padding: 10px; margin-top: 10px;"> <p>Do not include "infinitecampus" in the email address as this incorrectly gives the impression that emails are being delivered by the company Infinite Campus.</p> <p>To reduce the chance an email is flagged as spam, avoid using "noreply" or "donotreply" in the Default Sender Email Address.</p> </div>
Use Mailgun API	<p>Mark this radio button if you use Mailgun as your email delivery service.</p> <div data-bbox="395 958 1423 1126" style="background-color: #fff9c4; padding: 10px; margin-top: 10px;"> <p>This feature is only relevant for users who use Mailgun as their email delivery service. This functionality is only available for Campus Cloud and Cloud Choice customers.</p> </div>
Mailgun Domain	<p>The domain tied to your Mailgun account.</p>
Minutes Between Retries	<p>The number of minutes to wait between a failed message delivery attempt and the next message delivery attempt.</p>
Max Errors Before Cancel	<p>The maximum number of failed message delivery attempts allowed before all attempts to deliver the message are canceled.</p> <p>The default value for this field is "10."</p>
Throttle Email Messages	<p>This option determines the number of email messages the application server will process per second. You may enter any number from 1 to 999.</p>

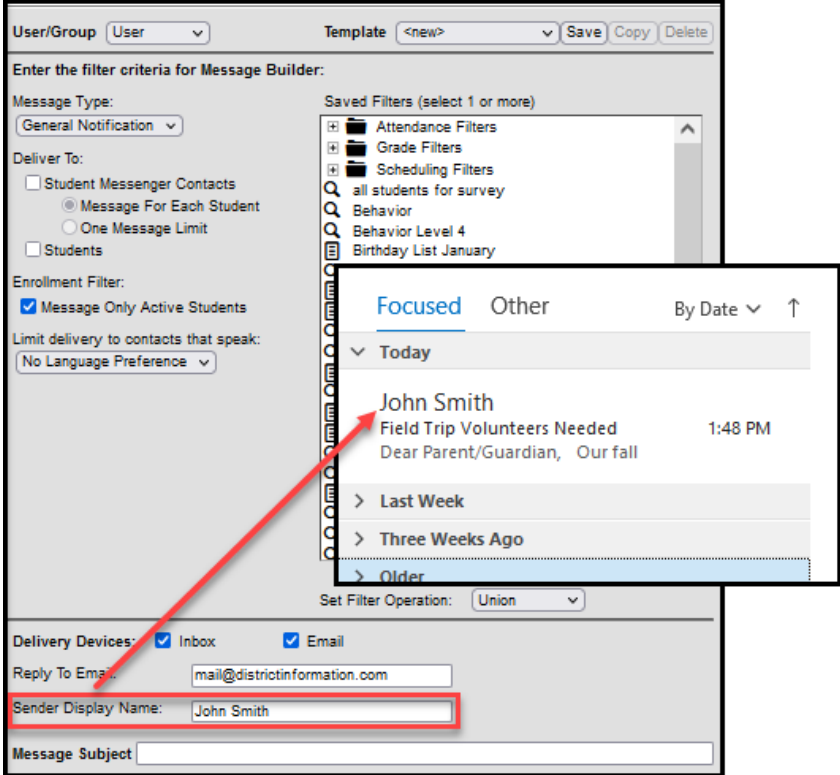
Field	Description
<p>Allow Email Attachments</p>	<p>This option allows users to add email attachments to messages. When this option is checked, all Messenger tools display the option to send email attachments. When this option is not checked, no tools display the option to send email attachments.</p> <div data-bbox="395 454 1422 707" style="border: 1px solid #ccc; padding: 10px; background-color: #f9f9f9;"> <p>If there are template email attachments and this checkbox is cleared so that the option to upload an attachment is removed, the templates will NOT send the attachments.</p> </div>
<p>Limit Email Attachment File Size</p>	<p>This option allows you to set size limits for email attachments. If a user tries to attach a file that is larger than the limit set in this field, an error message will display explaining that their file is too large.</p> <p>The maximum file size is 100 MB and is set in the Campus XML file.</p> <p>Districts using Campus' SMTP Host are limited to 1.3 MB regardless of what is entered in this field.</p> <div data-bbox="395 1043 1422 1128" style="border: 1px solid #ccc; padding: 10px; background-color: #fff9c4;"> <p>Large email attachments of several MBs will take several minutes to upload.</p> </div> <div data-bbox="395 1167 1422 1420" style="border: 1px solid #ccc; padding: 10px; background-color: #f9f9f9;"> <p>If there are templates with email attachments and this field is changed to a limit lower than what exists on the saved templates, the templates WILL send the saved email attachment. If the template is changed and saved, you will not be able to save the large email attachment.</p> </div>

Field	Description
<p>Use Sender's Email from Census as Reply to Email Address</p>	<p>Mark this checkbox to have the sender's email address (Census > People > Demographics > Email) auto-populate the Reply To Email field in the Message Builder and Staff Messenger tools.</p>  <p>If the default language en_US is removed from Attribute Dictionary > Contact > Pref Language, the option to User Sender's Email from Census will not work. Districts can add/edit other languages within the Attribute Dictionary, but should refrain from editing or deleting en_US.</p> <p>This option does not apply to Emergency Messenger. Emergency Messenger uses the Email Address from the Default Sender Email Address on this screen.</p>
<p>Allow Custom Reply to Email Address</p>	<p>Mark this checkbox to have the Reply to Email field in the Message Builder and Staff Messenger tools unlocked and able to be edited.</p>

Field	Description
	<div data-bbox="427 190 1362 1243" style="border: 1px solid black; padding: 5px;"> <div style="background-color: #003366; color: white; padding: 2px; font-weight: bold;">Message Builder</div> <p>Message Builder sends notifications to students and/or Messenger contacts based on the criteria selected.</p> <p>The Template Name and User/Group can be changed after selecting Save or Copy.</p> <p>User/Group: <input type="text" value="User"/> Template: <input type="text" value="<new>"/> <input type="button" value="Save"/> <input type="button" value="Copy"/> <input type="button" value="Delete"/></p> <p>Enter the filter criteria for Message Builder:</p> <p>Message Type: <input type="text" value="General Notification"/></p> <p>Deliver To:</p> <p><input type="checkbox"/> Student Messenger Contacts</p> <p style="padding-left: 20px;"><input type="radio"/> Message For Each Student</p> <p style="padding-left: 20px;"><input type="radio"/> One Message Limit</p> <p><input type="checkbox"/> Students</p> <p>Enrollment Filter:</p> <p><input checked="" type="checkbox"/> Message Only Active Students</p> <p>Limit delivery to contacts that speak:</p> <p><input type="text" value="No Language Preference"/></p> <div style="border: 1px solid gray; padding: 5px; margin-top: 10px;"> <p>Saved Filters (select 1 or more)</p> <ul style="list-style-type: none"> <input type="checkbox"/> Attendance Filters <input type="checkbox"/> CZ Test <input type="checkbox"/> Grade Filters <input type="checkbox"/> Scheduling Filters <input type="checkbox"/> Student Data Groups </div> <p style="text-align: right;">Set Filter Operation: <input type="text" value="Union"/></p> <p>Delivery Devices: <input checked="" type="checkbox"/> Inbox <input checked="" type="checkbox"/> Email <input type="checkbox"/> Voice <input type="checkbox"/> Text</p> <p>Reply To Email: <input style="border: 2px solid red;" type="text" value="JohnS@Schools.com"/></p> <p>Sender Display Name: <input type="text" value="Principal Smith"/></p> </div>

If you check both the **User Sender's Email from Census as Reply to Email Address** and **Allow Custom Reply to Email Address** checkboxes, the **Reply to Email** field will auto-populate with the sender's email address but remain unlocked and able to be edited.

This option does not apply to [Emergency Messenger](#). Emergency Messenger uses the Email Address from the **Default Sender Email Address** on this screen.

Field	Description
<p>Allow Custom Sender Display Name</p>	<p>Mark this checkbox to have the Sender Display Name field display in the Message Builder, Staff Messenger and Emergency Messenger tools. If enabled, the field will display only when Email is selected from the Delivery Devices options. This field allows the sender to customize the name they would like displayed in the recipient's email inbox for easier identification purposes.</p> 
<p>Require Custom Sender Display Name in Campus Instruction</p>	<p>Mark this checkbox to display the Sender Display Name field in Campus Instruction messenger tools. When marked, an entry is required before the message can be sent.</p> <div style="background-color: #e0f2f1; padding: 10px; border: 1px solid #ccc;"> <p>This checkbox is available only when the Allow Custom Sender Display Name checkbox is marked.</p> </div>
<p>Send Test Email</p>	<p>Enter a valid email address and select the Send Test Email button to test whether the Email Settings entered above this field are correct. If you receive the test email in your inbox, your Email Settings are configured properly. If you do not receive the test email, this indicates one or more of the fields above is incorrect or invalid.</p>

Review Sent Messages via Mailgun API

The [Mailgun Message Log](#) allows you to review all messages sent in the last 30 days via the Mailgun API.

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Search Campus Tools

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 - Staff Messenger
 - Sent Message Log
 - Mailgun Message Log
 - Recipient Log
- > Surveys
- > CA State Reporting
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Mailgun Message Log

This tool will list all messages sent by the district via the Mailgun API along with their message status. Below is the definition for each possible email status:

Accepted - Mailgun accepted the request to send/forward the email and the message has been placed in queue.

Rejected - Mailgun rejected the request to send/forward the email.

Delivered - Mailgun sent the email and it was accepted by the recipient email server.

Failed - Mailgun could not deliver the email to the recipient email server.

Complained - The email recipient clicked on the spam complaint button within their email client.

Note: Based on Mailgun restrictions and recommendation, the data in this tool is updated hourly. Messages older than 30 days will not be displayed.

Created Between and

Event	Event Time Stamp	Recipient Email	Subject	Reason
delivered	08/16/2019 1:27 PM	mailguntest@infinitecampus.com	Message test 2 (attendance)	
delivered	08/16/2019 1:27 PM	mailguntest@infinitecampus.com	Message test 2 (attendance)	
delivered	08/16/2019 1:27 PM	mailguntest@infinitecampus.com	Message test 2 (attendance)	
delivered	08/16/2019 1:27 PM	mailguntest@infinitecampus.com	Message test 2 (attendance)	
delivered	08/16/2019 1:27 PM	mailguntest@infinitecampus.com	Message test 2 (attendance)	
delivered	08/16/2019 1:27 PM	mailguntest@infinitecampus.com	Message test 2 (attendance)	
delivered	08/16/2019 1:27 PM	mailguntest@infinitecampus.com	Message test 2 (attendance)	
rejected	08/16/2019 1:27 PM	@infinitecampus.com	Message test 2 (attendance)	Sandbox subdomains are for test purposes only. Please add your own domain or add the address to authorized recipients in Account Settings.
delivered	08/16/2019 1:27 PM	mailguntest@infinitecampus.com	Message test 2 (attendance)	
rejected	08/16/2019 1:27 PM	mailguntest@infinitecampus.com	Message test 2 (attendance)	Sandbox subdomains are for test purposes only. Please add your own domain or add the address to authorized recipients in Account Settings.
rejected	08/16/2019 1:27 PM	mailguntest@infinitecampus.com	Message test 2 (attendance)	Sandbox subdomains are for test purposes only. Please add your own domain or add the address to authorized recipients in Account Settings.
rejected	08/16/2019 1:27 PM	@infinitecampus.com	Message test 2 (attendance)	Sandbox subdomains are for test purposes only. Please add your own domain or add the address to authorized recipients in Account Settings.
delivered	08/16/2019 9:16 AM	mailguntest@infinitecampus.com	FF testing 120747	
delivered	08/16/2019 9:16 AM	mailguntest@infinitecampus.com	FF testing 120747	
delivered	08/16/2019 9:16 AM	mailguntest@infinitecampus.com	FF testing 120747	
delivered	08/16/2019 9:16 AM	mailguntest@infinitecampus.com	FF testing 120747	
rejected	08/16/2019 9:16 AM	@infinitecampus.com	FF testing 120747	Sandbox subdomains are for test purposes only. Please add your own domain or add the address to authorized recipients in Account Settings.

Google and Yahoo now require enhanced email authentication, specifically through DMARC, SPF, and DKIM starting **February 1st, 2024**.