

# Email from RentalPoint3

Last Modified on 14/03/2025 6:21 pm EDT

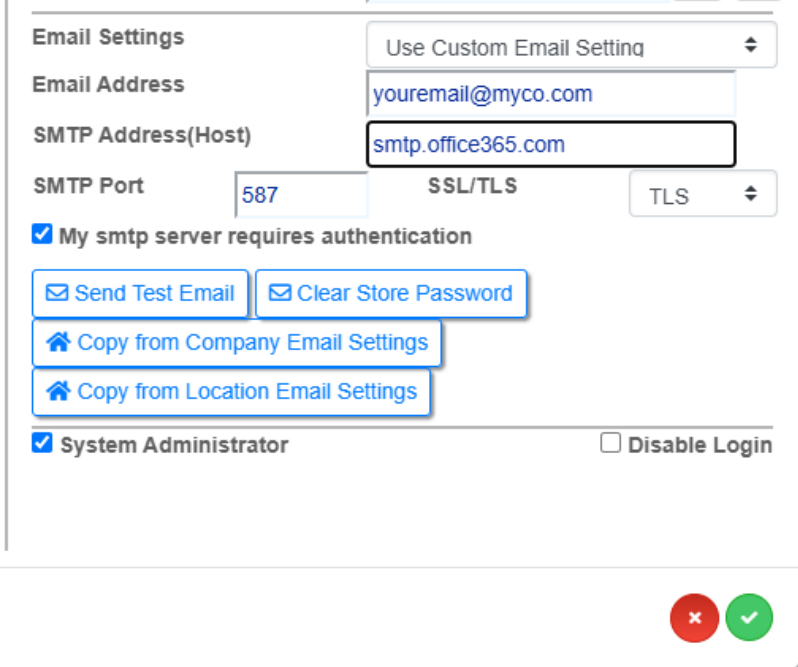
Setting up RentalPoint3 for emailing requires a little configuration. The type of setup will vary depending on your email provider. Please contact [support@rentp.com](mailto:support@rentp.com) with your provider details so that we may assist with any configuration as needed.

## Email Options

### Office365

#### Without 2 Factor Authentication

Use the settings below in operator setup for outgoing mail



The screenshot shows the 'Email Settings' configuration window. At the top, there is a dropdown menu set to 'Use Custom Email Setting'. Below it, the 'Email Address' field contains 'youremail@myco.com'. The 'SMTP Address(Host)' field is highlighted with a black border and contains 'smtp.office365.com'. The 'SMTP Port' is set to '587' and the 'SSL/TLS' dropdown is set to 'TLS'. There is a checked checkbox for 'My smtp server requires authentication'. Below this are three buttons: 'Send Test Email', 'Clear Store Password', and 'Copy from Company Email Settings'. Underneath these is another button 'Copy from Location Email Settings'. At the bottom, there is a checked checkbox for 'System Administrator' and an unchecked checkbox for 'Disable Login'. At the very bottom right of the window are two circular buttons: a red one with a white 'x' and a green one with a white checkmark.

In order to receive notifications including when documents are signed using RPSign, you'll need to complete mail settings in your RentalPoint3 web.config file. Please contact [support@rentp.com](mailto:support@rentp.com) to complete this step.

```
<system.net>
  <mailSettings>
    <smtp deliveryMethod="network" from="genmail@myco.com ">
      <network host="smtp.office365.com" port="587" enableSsl="true" userName="genmail@myco.com" password="mypass" />
    </smtp>
  </mailSettings>
</system.net>
```

#### With 2 Factor Authentication

- Contact your IT person or Microsoft Support for assistance with the following as needed:
  - You'll need to **configure a connector to send mail using Microsoft 365 or Office 365 SMTP relay**
- Once you have acquired your 'connector address' from Microsoft, you can contact [support@rentp.com](mailto:support@rentp.com) to assist in setting up the next steps or follow the instructions below:
  - Goto Setup-->Operators in RentalPoint2 and configure as follows using the connector address in SMTP Address below

- No password is needed when using a connector, so when prompted for a password just leave it blank

Email settings	Use Custom Email Settings	
Email Address	info@.....com	← Your email address
SMTP Address(Host)	.....com.mail.protection.outlook.com	← Connector Address from Microsoft
SMTP Port	25	SSL/TLS: Not used
<input type="checkbox"/> My smtp server requires authentication		

- Configure email settings in web.config file, use the same email address that was used to set up your connector address

```

<system.net>
  <mailSettings>
    <smtp deliveryMethod="network" from="info@.....com">
      <network host=".....com.mail.protection.outlook.com" port="25" enableSsl="false" userName=".....com" password="" />
    </smtp>
  </mailSettings>
</system.net>
<appSettings>
  <add key="useGmailApi" value="false" />
  <add key="webpages:Version" value="3.0.0.0" />

```

## Other Email Server

## Google Workspace (G Suite)

### Operator Setup for Gmail

 Gmail (using a public or private domain account hosted by Google)

- You'll need to use either 2FA (2 Factor Authentication) or a Gmail API to send emails from within RentalPoint3 using your Gmail Account
- The Gmail API is a RESTful API that can be used to **access Gmail mailboxes and send mail**. For most web applications the Gmail API is the best choice for authorized access to send mail from a users Gmail account.

First Goto Setup-->Operators in RentalPoint2 and configure as follows

- Email Address: myaddress@gmail.com {i.e. Full email address of the user}
- SMTP Server: smtp.gmail.com
- SMTP Port: 587 TLS
- Tick the box for 'My SMTP Server requires authentication'

**Email Settings** Use Custom Email Setting

**Email Address**

**SMTP Address(Host)**

**SMTP Port**  **SSL/TLS** TLS

**My smtp server requires authentication**

---

**System Administrator**  **Disable Login**

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Then choose whether to send mail via Gmail API or 2FA App Password and follow the relevant steps below

## Email using Gmail API (*preferred*)

- You'll need to set up both a Project and Gmail API (for desktop app) in your Google Account.
- Then create OAuth credentials

← **Create OAuth client ID**

A client ID is used to identify a single app to Google's OAuth servers. If your app runs on multiple platforms, each will need its own client ID. See [Setting up OAuth 2.0](#) for more information. [Learn more](#) about OAuth client types.

**Application type \***

**Name \***

The name of your OAuth 2.0 client. This name is only used to identify the client in the console and will not be shown to end users.

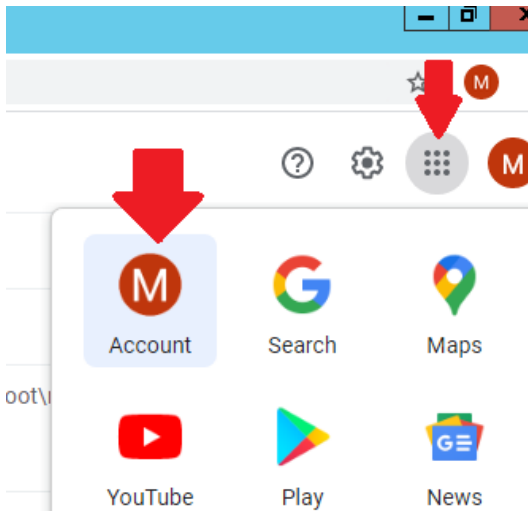
**Note:** It may take 5 minutes to a few hours for settings to take effect

and download the json file

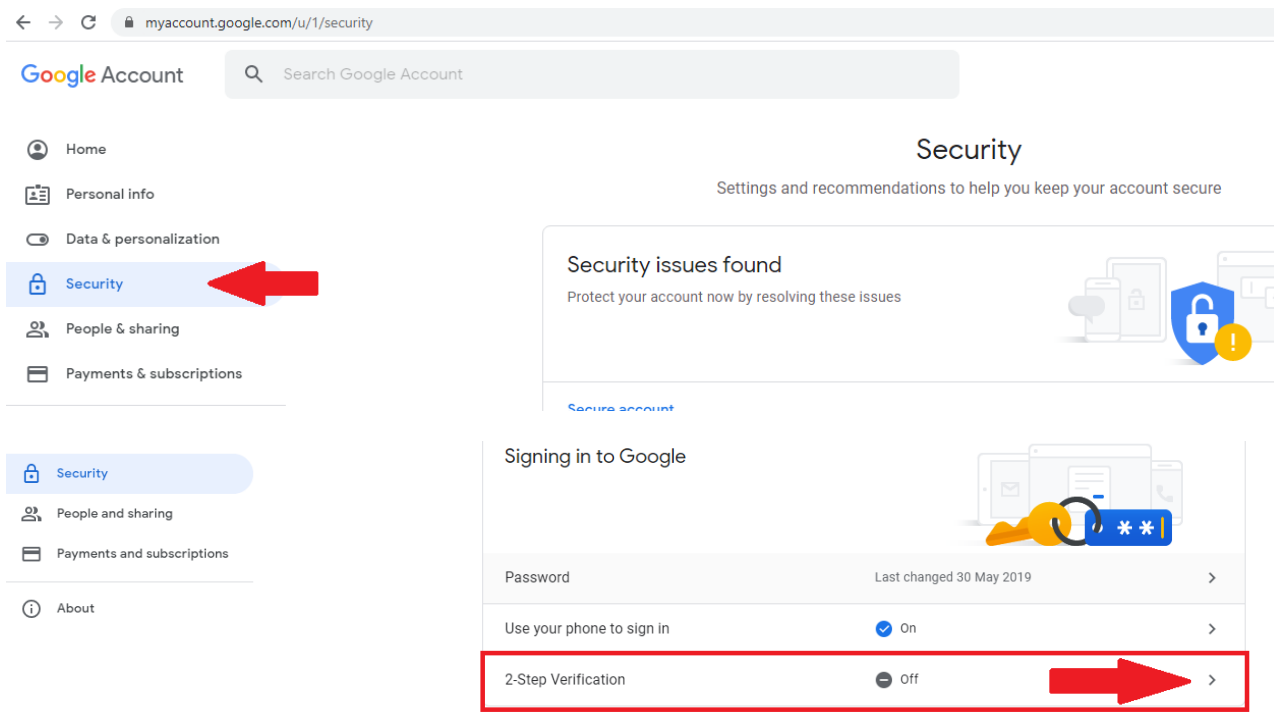


## 2FA for your domain account >

From your Gmail account...




Under the security tab, scroll down to find the 2 Step Verification option




Follow the prompts to set up 2 Step Verification

## ← 2-Step Verification




**Protect your account with 2-Step Verification**


Each time you sign in to your Google Account, you'll need your password and a verification code. [Find out more](#)

 **Add an extra layer of security**

Enter your password and a unique verification code that's sent to your phone.

 **Keep the bad guys out**

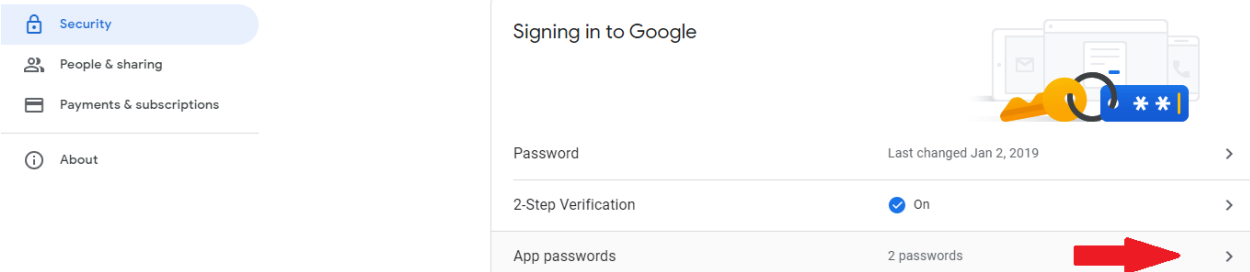
Even if someone else gets your password, it won't be enough to sign in to your account.

 **GET STARTED**

Once set up is complete, move on to setting up an App password.

### Setting up an App Password

Under the security tab, scroll down to find App passwords and follow the prompts (if you have trouble finding this section, see instructions under setting up 2FA above)




**Security**

- People & sharing
- Payments & subscriptions
- About

**Signing in to Google**



Password	Last changed Jan 2, 2019	>
2-Step Verification	<input checked="" type="checkbox"/> On	>
App passwords	2 passwords	>



## ← App passwords

App passwords let you sign in to your Google Account from apps on devices that don't support 2-Step Verification. You'll only need to enter it once so you don't need to remember it. [Learn more](#)

### Your app passwords

Name	Created	Last used	
RentalPoint	Jan 11	Jan 11	
Mail on my Windows Computer	Jan 11	-	

Select the app and device you want to generate the app password for.

1.



Select app

Mail

Calendar

Contacts

YouTube

2.



Other (*Custom name*)

Select device





GENERATE

## ← App passwords


App passwords let you sign in to your Google Account from apps on devices that don't support 2-Step Verification. You'll only need to enter it once so you don't need to remember it. [Learn more](#)

Your app passwords

Name	Created	Last used	
RentalPoint	Jan 11	Jan 11	
Mail on my Windows Computer	Jan 11	-	


Select the app and device you want to generate the app password for.

RentalPoint ×

 **GENERATE**

### Generated app password

Your app password for your device

 **owpy gtqj yggu gmnq**

How to use it

Go to the settings for your Google Account in the application or device you are trying to set up. Replace your password with the 16-character password shown above. Just like your normal password, this app password grants complete access to your Google Account. You won't need to remember it, so don't write it down or share it with anyone.

**DONE**

Email

Password

Then follow the steps in Password Verification below to record the app password against your email account in RentalPoint.

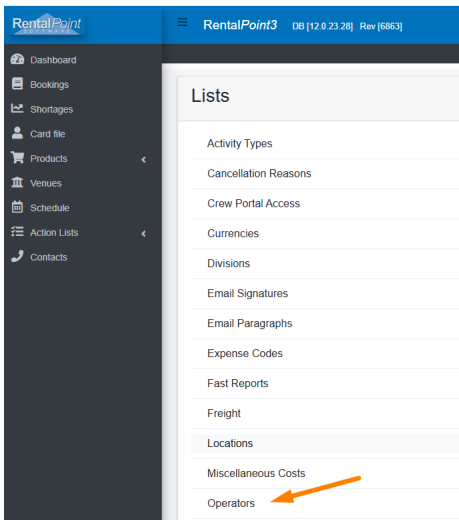
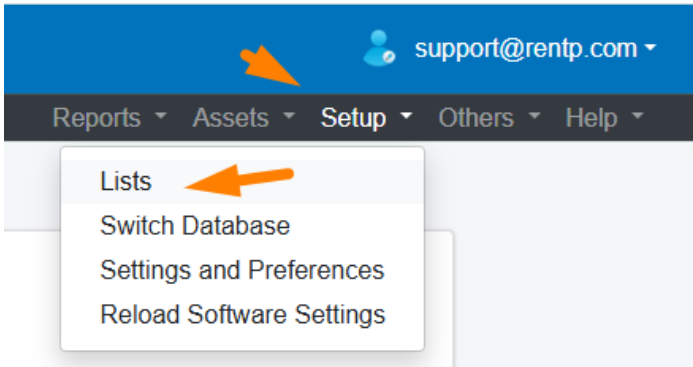
## General Information



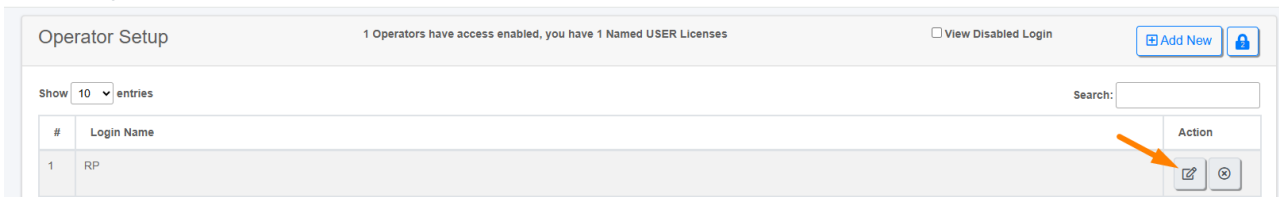
# Accessing Email Configuration

 **Email Settings available** (i.e. 'Company', 'Custom' and 'Location')

Email configuration can be found in each operator record per screenshots below.



## Edit the operator record



### Operator

Group: ADMINISTRATOR

First Name: RP

Last Name:

Group (default): ADMINISTRATOR

RentalPoint3 Password: [password field]

Access to Mobile Dashboard only

[Enable 2FA](#)

Must assign booking to PO before saving

Maximum PO Approval Amount	0
Maximum Cross Rental Approval Amount	0
Maximum Rental Discount %	100
Maximum Sales Discount %	100

Default Salesperson: [field] + -

Default Project Manager: [field] + -

**Email Settings**

Use Custom Email Setting [dropdown]

Email Address: support@rentp.com

SMTP Address(Host): smtp.gmail.com

SMTP Port: 587      SSL/TLS: TLS [dropdown]

My smtp server requires authentication

[Send Test Email](#)   [Clear Store Password](#)

[Copy from Company Email Settings](#)

[Copy from Location Email Settings](#)

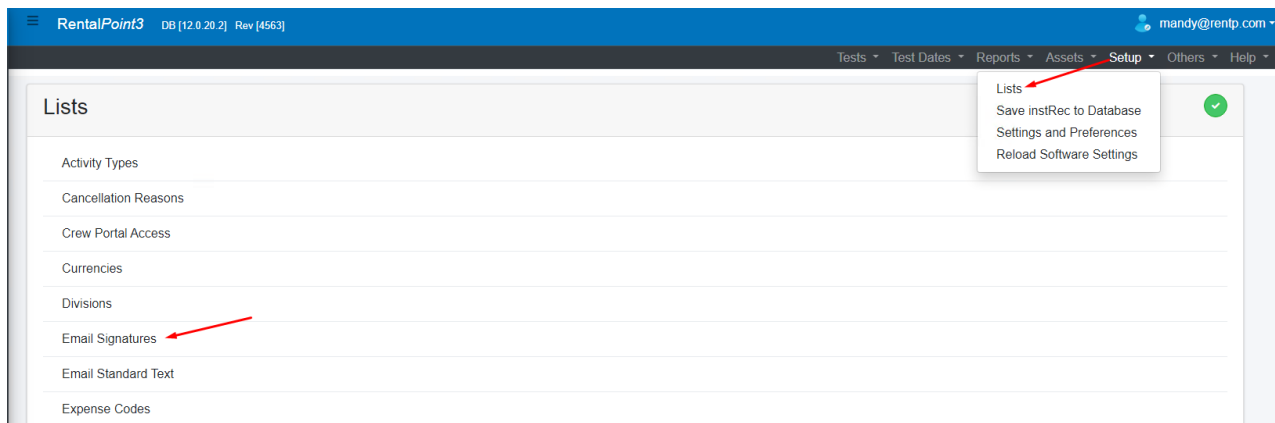
System Administrator       Disable Login

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## Email Signatures

Email Signatures can be set up in RentalPoint for use on emails, much the same as you would set up a Gmail or Outlook signature. Signatures are stored against the operator name of the user currently logged in, and accessible only when logged in as that operator.

From the main menu, click Setup-->Lists-->Email Signatures



Email Signatures ✕

Email Signatures for: RP → New

Signature List:

Software Support ▼ Edit Delete Default

**Default signature**

Regards,


Mandy Fox

North American Toll Free 1 888 591 1962 UK Phone  
0808 134 8403

Software Support Analyst - Level 3

For more information on our support Level Definitions,  
please click the following

Enter Signature name

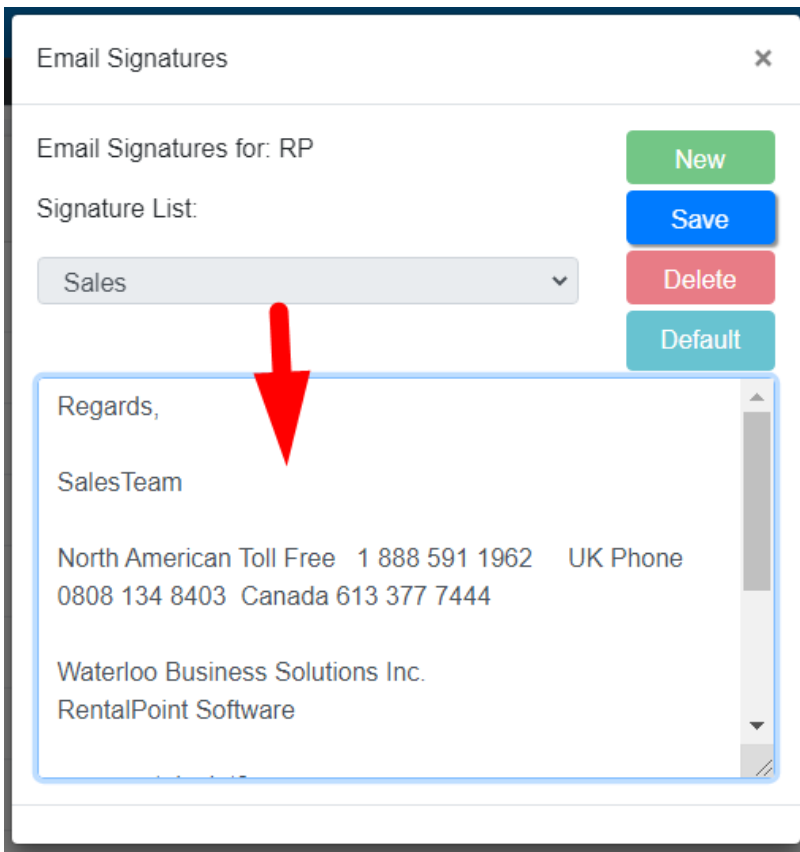


**Please enter signature name.**

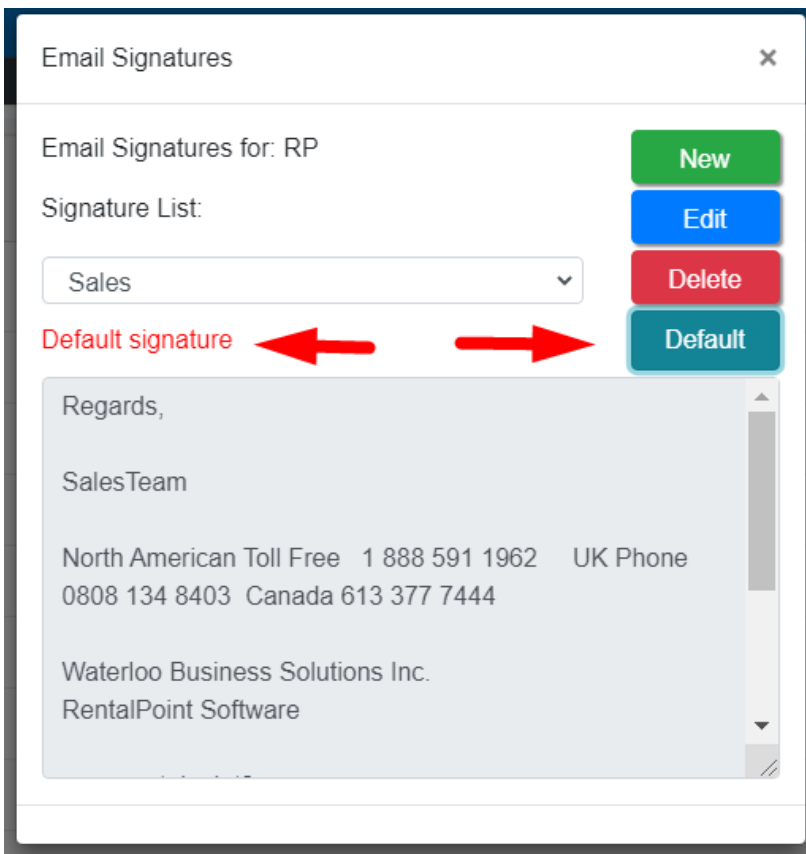
Ok Cancel

Then enter signature details and

Save



Once saved, use the [Default](#) button to set any signature in the list as your default signature



When emailing out of RentalPoint, choose any signature from the drop down list or use the default signature provided. If no default signature is set then no signature will be used unless selected.

Rentalpoint email send

Email address: rentp.mandy@gmail.com  CC To Self

To: To

Subject: Electronic Signature Request

Signature: Insert signature ▾

- Sales ←
- Software Support

3001-00001Q-V028.pdf

Attached files	Size
No attached files.	

Prompt for email password before sending email

## Email Body Paragraph

Accessed via Setup-->Lists menu

RentalPoint3 DB [12.0.23.28] Rev [6863]

- Dashboard
- Bookings
- Shortages
- Card file
- Products
- Venues
- Schedule
- Action Lists
- Contacts

### Lists

- Activity Types
- Cancellation Reasons
- Crew Portal Access
- Currencies
- Divisions
- Email Signatures
- Email Paragraphs ←

Click

New

Email Paragraphs ✕

Email Paragraphs for: Main New

Paragraph List: Edit

Basic Delete

Default

Hello Friend,  
See attached quote as requested.

Enter the preferred text, then click

Save

Email Paragraphs ✕

Email Paragraphs for: Main New

Paragraph List: Save

Basic Delete

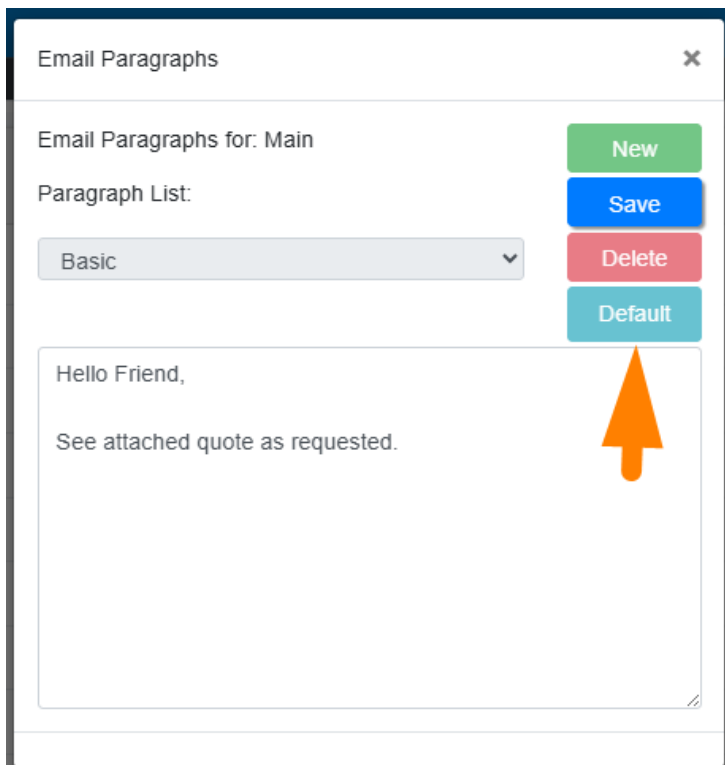
Default

Hello Friend,  
See attached quote as requested.

To mark the text as 'default', simply click

Default

with the the preferred standard text selected in the window.



## Password Verification

- When RentalPoint attempts to send the first email using new configuration settings, the user will be prompted for their password which can be saved for future use.
- Alternatively, once you have saved your email configuration settings, click 'Send Test Email' for testing and password verification
- If you have changed your email password for any reason, use the 'Clear Stored Email Password' option outlined below in order to re-activate Password Verification.
- If using Gmail 2 Step Verification, then enter the App password(see steps above), otherwise use your regular email password.

## Operator

Operator Settings | Multi Location Operator Groups | Workflows | Auto Emailing

Group: ADMINISTRATOR

First Name: user2

Last Name: [Empty]

Group (default): ADMINISTRATOR

RentalPoint3 Password: [Masked]

Access to Mobile Dashboard only

[Enable 2FA](#)

Must assign booking to PO before saving:

Maximum PO Approval Amount: [Empty]

Maximum Cross Rental Approval Amount: [Empty]

Maximum Rental Discount %: [Empty]

Maximum Sales Discount %: [Empty]

Default Salesperson: [Empty]

Default Project Manager: [Empty]

Email Settings: Use Custom Email Setting

Email Address: rentp.mandy@gmail.com

SMTP Address(Host): smtp.gmail.com

SMTP Port: 587

SSL/TLS: TLS

My smtp server requires authentication

[Send Test Email](#) [Clear Store Password](#)

Disable Login

Please enter email password

.....

[Apply](#) [Close](#)

## Clear Stored Email Password

The option below clears the stored email password for the current RentalPoint Operator

Operator

Operator Settings | Multi Location Operator Groups | Workflows | Auto Emailing

Group: ADMINISTRATOR

First Name: user2

Last Name: [Empty]

Group (default): ADMINISTRATOR

RentalPoint3 Password: [Masked]

Access to Mobile Dashboard only

[Enable 2FA](#)

Must assign booking to PO before saving:

Maximum PO Approval Amount: 0

Maximum Cross Rental Approval Amount: 0

Maximum Rental Discount %: 0

Maximum Sales Discount %: 0

Default Salesperson: [Empty]

Default Project Manager: [Empty]

Email Settings: Use Custom Email Setting

Email Address: mytest@mymail.com

SMTP Address(Host): [Empty]

SMTP Port: [Empty]

SSL/TLS: Not Use

My smtp server requires authentication

[Send Test Email](#) [Clear Store Password](#)

[Copy from Company Email Settings](#)

[Copy from Location Email Settings](#)

System Administrator  Disable Login

[Save](#)



