

Inboxes

Last Modified on 28/08/2019 11:45 am AEST

Overview

Inboxes are email listeners, which can be used in workflows to process incoming emails.

ReadiNow creates and maintains a catch-all mailbox under *apps.readinow.com* that captures all emails sent to this domain. Hence all emails sent to *xxxxx@apps.readinow.com* (where *xxxx* is anything) will end up in this mailbox.

When an Inbox is created within a tenant in ReadiNow, it is given a random and unique Email Address (e.g. *[NAME]56743353@apps.readinow.com*). When ReadiNow sweeps the catch-all mailbox it uses this Email Address to match each email to a tenant's Inbox and routes it accordingly.

In order for end users to be able to send emails to a tenant's inbox, the customer creates an inbox on their own Email server (e.g. *support@organisation.com*) and creates a forwarding rule that routes any email from this inbox to the corresponding ReadNow tenant's Inbox address (e.g. *[NAME]56743353@apps.readinow.com*). In this way any email sent to *support@organisation.com* would end up in the tenant's inbox in the ReadNow.

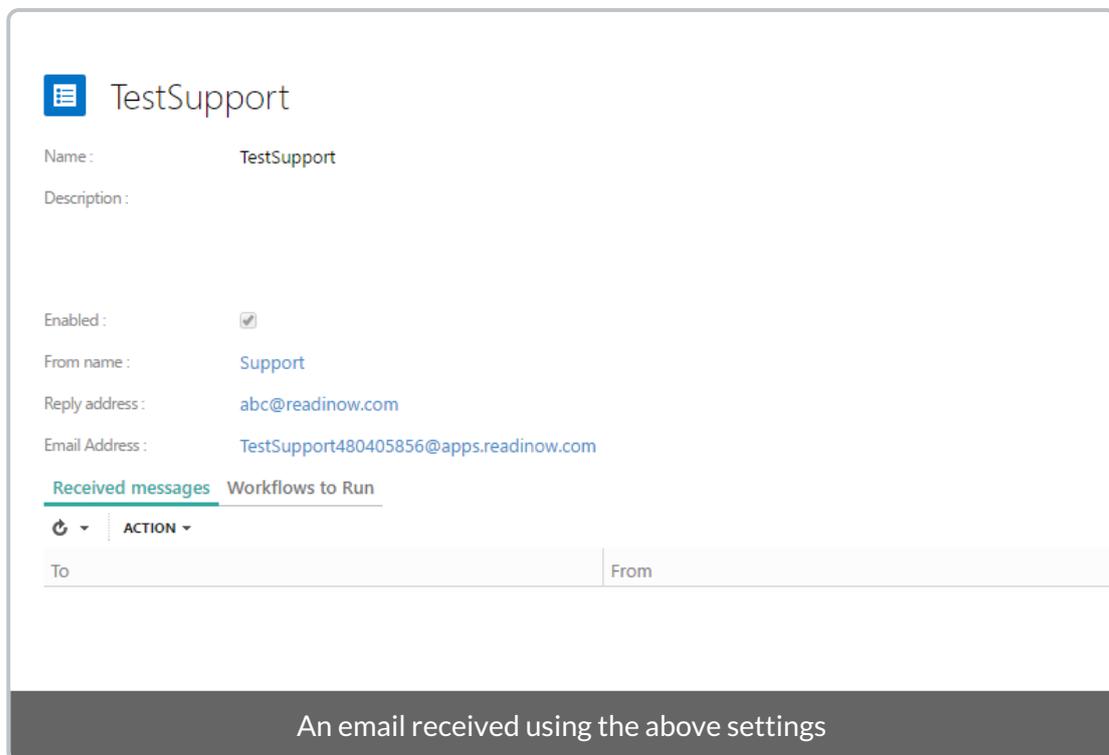
Creating an Inbox

To create an Inbox:

1. Select Application Menu. The menu appears with available applications
2. Select **Administration**. The application displays at the landing page
3. In the Left Navigation Area, select **Settings**. The Settings expand to display list
4. Select **Inboxes**. The existing Inboxes display
5. Select **+New** and the new Inbox form displays
6. Type the name for the inbox in the **Name** field
7. (Optional) Type the description for the inbox in the **Description** field
8. By default, the Inbox will be **Enabled**

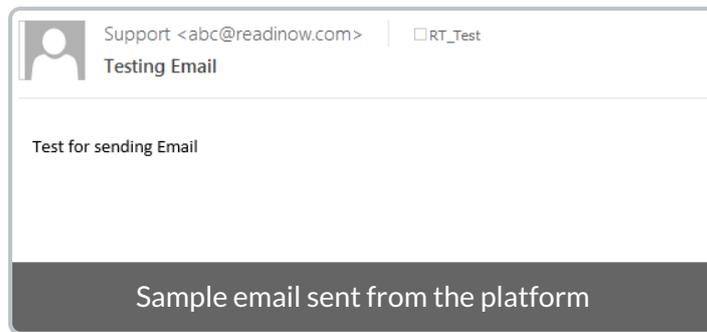
9. Type the **From name** - this is the name in the received email. For example: Support.
10. Type the **Reply Address** - emails will be received from this address, and replies will route to this address. For example: *abc@readinow.com*. Customer creates a forwarding rule on this email address to receive it in the email address in the next step.
11. **Email Address** - this is random generated email address under apps.readinow.com which is automatically created on saving this save. This is created using the value entered in the **Name** field, all invalid characters and spaces stripped, and adding a random generated integer. For example, if Name was set to "Test Support @\$%" the generated email address would look like:
TestSupport480405856@apps.readinow.com
12. **Received Messages** - This report maintains a log of any email received in the above email address. Please note that Inboxes will be unable to receive emails where they have been set only as a BCC recipient
13. **Workflows to Run** - Link existing workflow(s) to be run whenever this Inbox receives an email
14. Click **Save** to create the new Inbox

Screenshot: View Inbox



An email received using the above settings appears as shown in the screenshot.

Screenshot: View Test email



Editing an Inbox

To edit an Inbox:

1. Select Application Menu. The menu appears with available applications.
 2. Select **Administration**. The application displays at the landing page.
 3. In the Left Navigation Area, select **Settings**. The Settings expand to display list.
 4. Select **Inboxes**. The existing Inboxes display.
 5. Select the inbox you want to edit and select **ACTION**. The menu appears.
 6. Select **Edit**. The Inbox form displays.
 7. Make the changes you want and select **Save** to save changes.
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