HCA 16: Configuring HCA to receive email

In previous versions of HCA, it was possible to send email and SMS messages. That remains the same. In version 16 an additional feature is you now can have HCA receive email as well.

It is recommended that you create a new email account for this, and we recommend Gmail as we have had no problems with it. But if you are willing to experiment with all the settings, it may be possible for you to retrieve email from other mail servers as well but it's up to you to figure out what settings are needed.

If you do go with Gmail, it would be an excellent idea to create a new account for only HCA to use. That way all these security options don't impact your personal email. And it will also keep the number of messages in its inbox to just those intended for HCA.
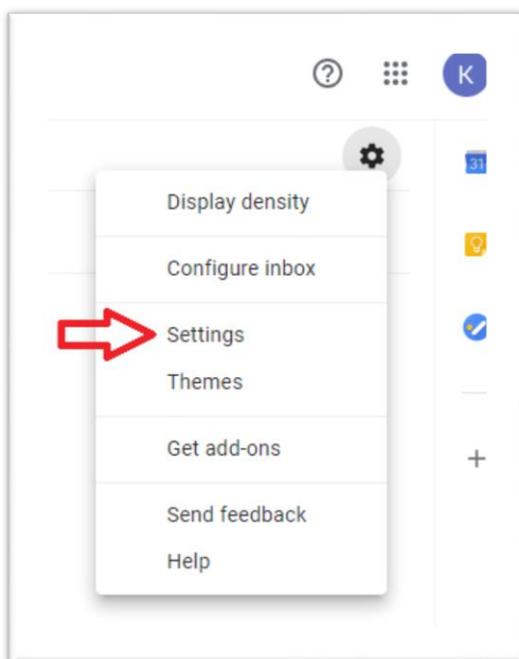
NOTE: From here on in this note, we will discuss configuring a Gmail account to allow 3rd party access. In the later section when discussing how to configure the HCA side, more information on other email providers is discussed.
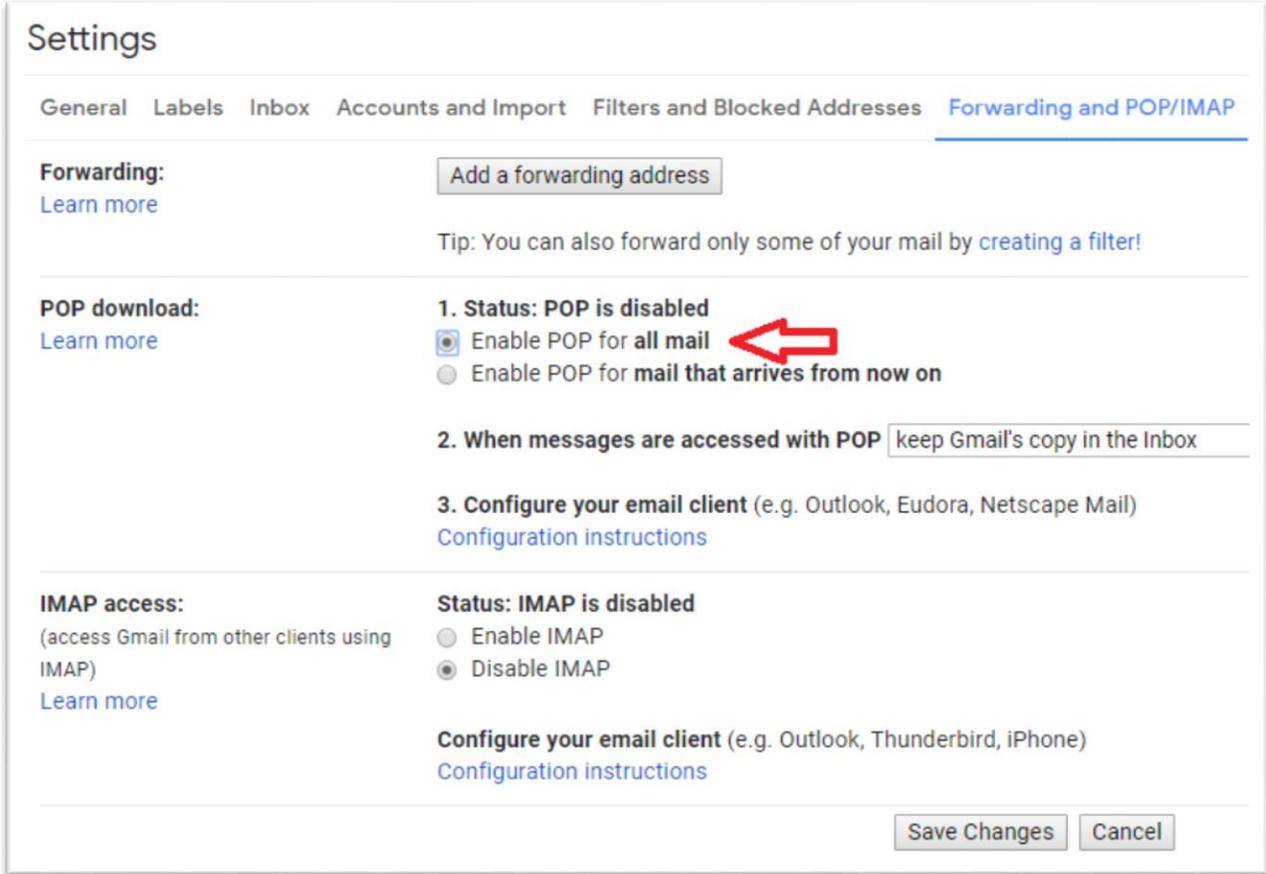
Configuring Gmail

The first thing to do is to configure this new Gmail account so that HCA can access it outside of the normal Gmail clients. This must be done from a browser when logged into this new Google account.

Step 1. Make sure that you are connected to this "only for HCA" Google account and the open Gmail from a browser and click on the Settings icon.

NOTE: Google can't seem to prevent its developers from changing stuff all the time so these images may not match exactly what you see but the concept of what you need do is the same.

On the *Forwarding and POP/IMAP* tab, select the "Enable POP for all mail" option

Click on the Save Changes button. If you happen to go back to this settings tab again, the Status shows "POP is enabled"
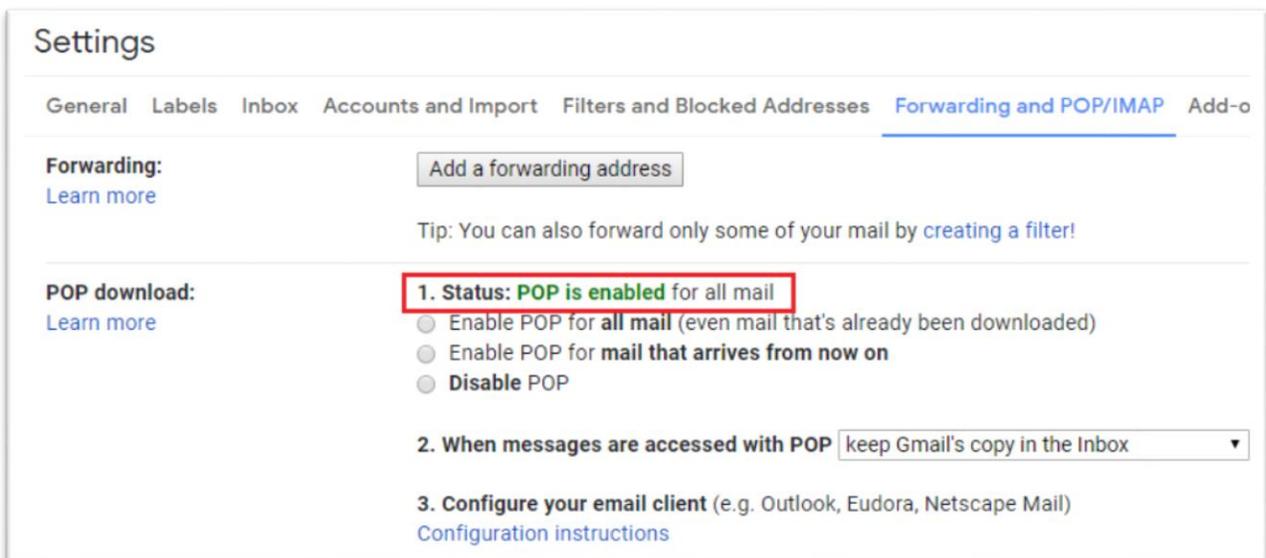
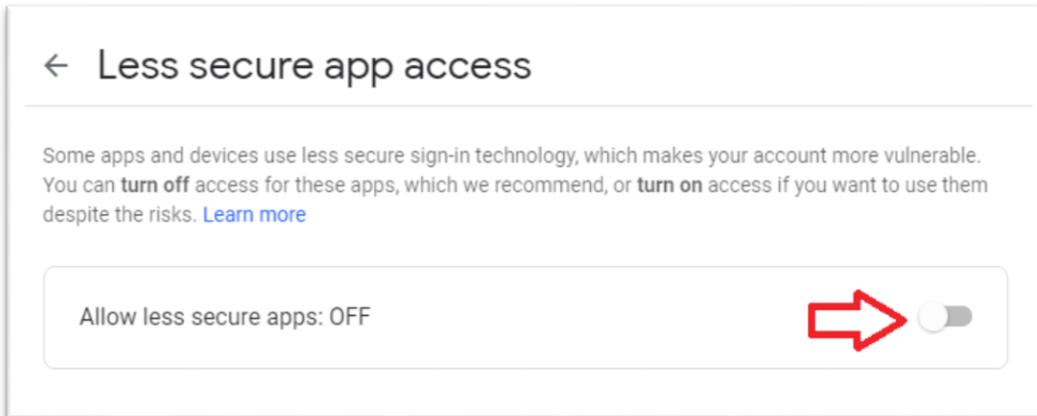Next, login you your Google account and follow the security link in the left menu.
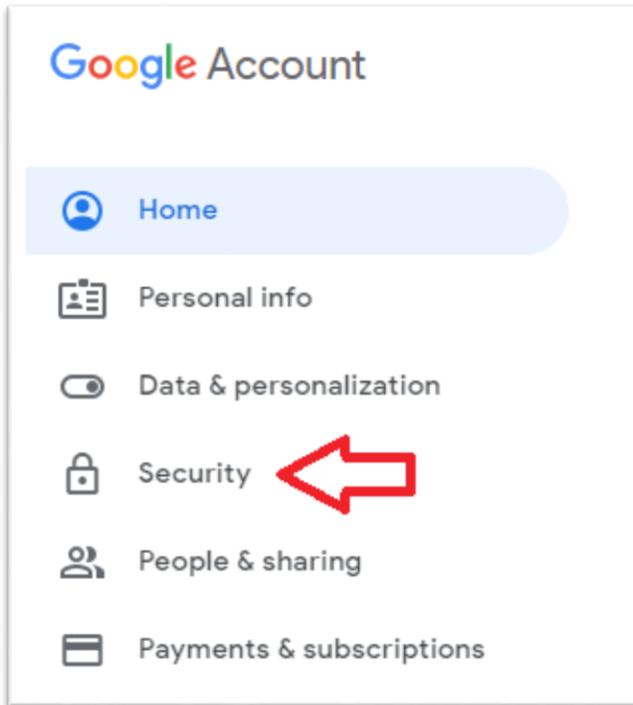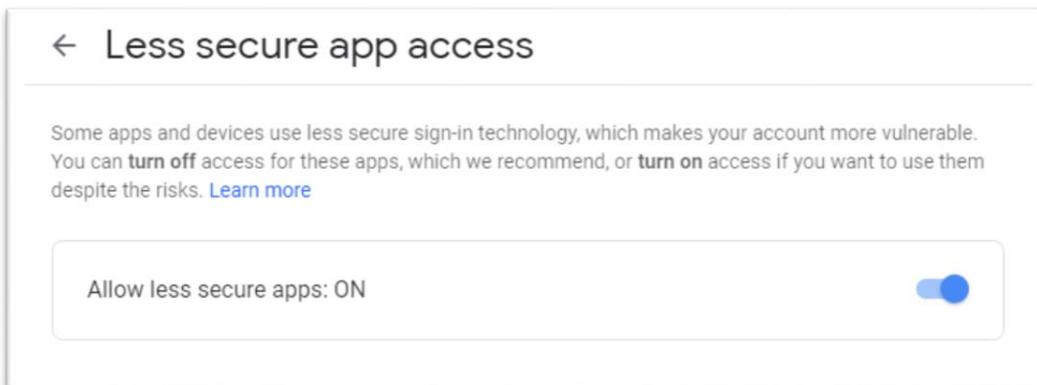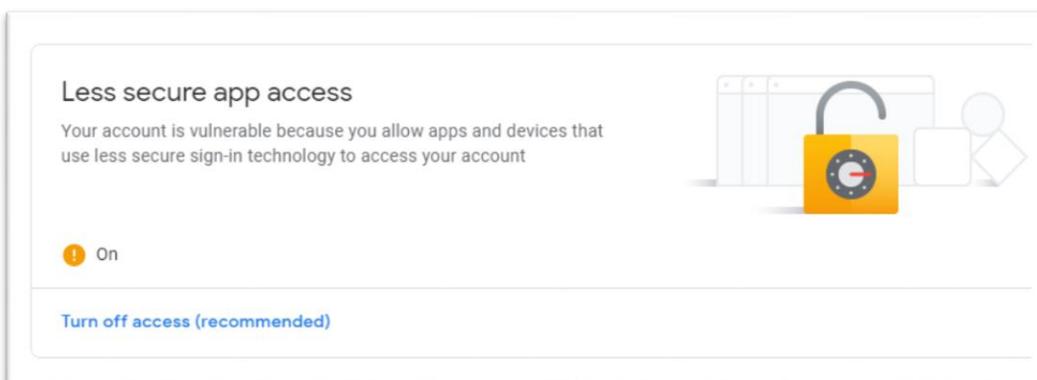

Follow the link for "Less secure apps"
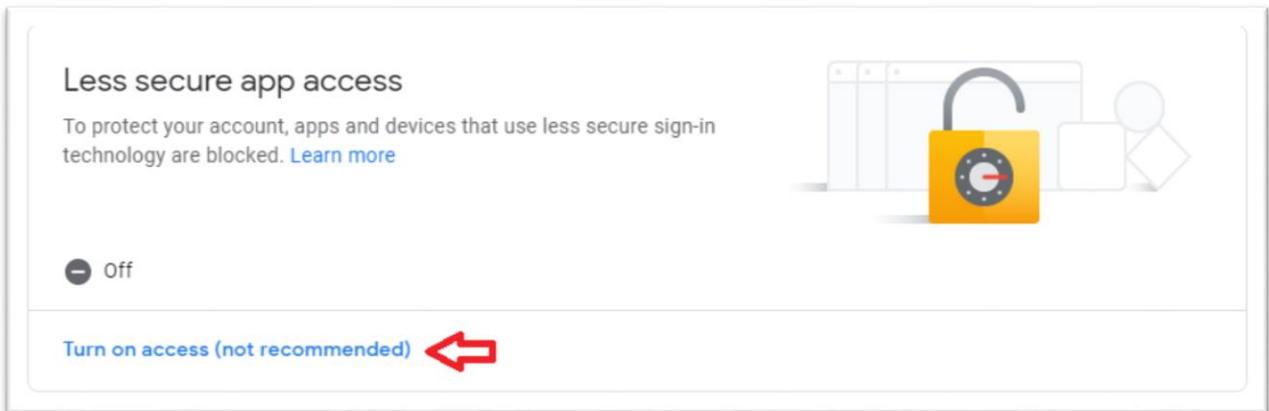
A confirmation page opens and then click on the option slider to enable.

When you click on the option the slider goes to the right and shows enabled.
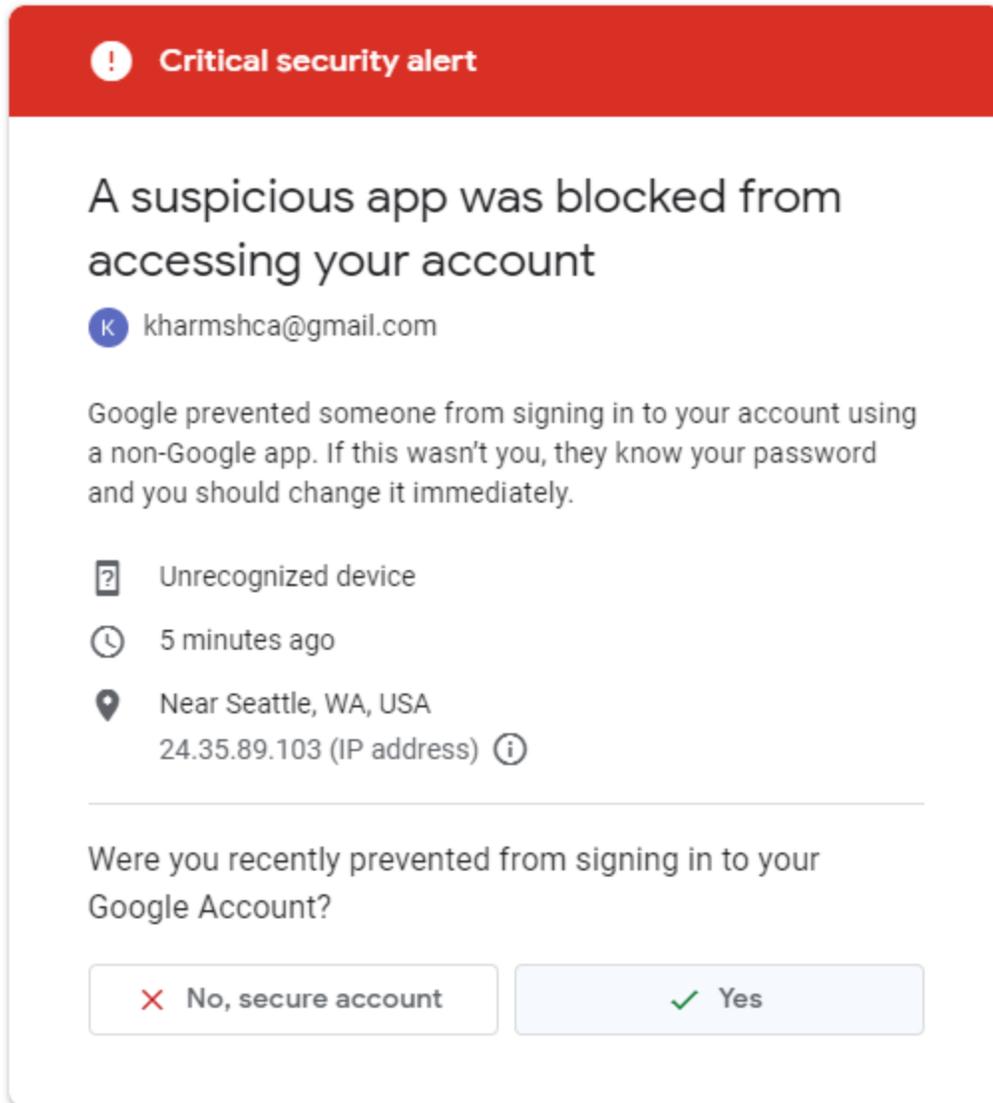

If you go back to this security page again, the option shows as:

You will also receive several messages from Google about all this as in its view, these changes are a bit less secure.

And if you don't configure all this <u>before</u> HCA starts trying to access your account, then you may see things like this:

Just click on "Yes", as you <u>don't</u> want it to secure the account. Now go back though all the steps and check that you have all the options set as needed.

Configuring HCA

Next, configure HCA. Use the "Email Background Receive" button in the Tools ribbon category.

These are the settings for Gmail. If you are using Gmail, configure like this, using your username and password of course. Make sure that the *Port*, *Secure checkbox*, and *Authentication type* are <u>exactly</u> as in this image if you are using Gmail.

If you tick the "Create receive log" box, it creates a file called "HCAMailRcv_mmdd.log" in the Logs sub-folder of the HCA documents area, where mm is the month and dd is the day. This would be the place to go to help resolve email problems.

If you are working with a non-Gmail server then the proper settings are up to you to discover. They probably are like those used when you configure HCA to send email. But each ISP is different, and you will just have to see what works.

The program that is started when email is received must have four parameters specified like this:

A few notes:

1. Each time HCA goes to the inbox it invokes the program for each <u>new</u> email it finds.

2. If using a Gmail account (and possibly others as well), HCA can't delete the email after processing, so you may have to go in occasionally and clear out all the messages before you account runs out of space. If working with Gmail, the browser interface – not the app – lets you do bulk deletes.

3. This system handles HTML messages by supplying to the program the "plain text" version that is supposed to be with each HTML message but no guarantees that it is there or how well it is formatted.

4. If using a Gmail account, if you were to access your account outside of HCA (for example, using the Gmail app or browser interface), any <u>new</u> messages will become <u>non-new</u> messages when HCA next looks for new messages. Just the way it works.

5. If the inbox is successfully accessed but there are no new messages in the inbox, the handler program is not started.

6. If there is a problem in accessing the mailbox, the program is invoked and provides an error code and error text as arguments 1 and 2. Your program should check these arguments and handle the error possibly by creating a log entry.

ONE BIG GIANT NOTE:

As you can imagine, getting 3rd party non-email client configuration for access to email for sending and receiving, regardless of who runs the mail server, can be difficult. While we have tested with others but still recommend Gmail as we are certain of its setup. If you use another ISP, as we said before, you are on your own on as to what options to choose.

##end##