GroupMail installation

SOM D&AR installs and uses the GroupMail application to send bulk e-mails. On occasion they seek support when mailings fail to send. Use the instructions below to verify settings.

Step-by-step guide

SOM D&AR uses the GroupMail application to send bulk e-mails. On occasion they seek support when mailings fail to send. Use the instructions below to verify settings. Application specific questions should be directed to GroupMail support or the user should be directed to GroupMail's self-help pages. These can also be accessed from the "Help" menu in the GroupMail application window.

Step-by-step guide

Please note: Basic network troubleshooting should be performed on the user's computer before troubleshooting GroupMail.

This video can be used to guide you through the below steps: http://group-mail.com/video/how-to-configure-your-groupmail-sender-account/

1. Launch GroupMail on the user's computer.
2. Under Tools, in the main window, click Accounts link
3. You will see the accounts used to populate the "From" field.
4. Select the account the user is trying to use, then click Modify.
5. Click Delivery Options tab
   - Delivery Options - Standard
   - Server: mail.yale.edu
   - Requires Authentication - Unchecked
6. Click Advanced button
   - SMTP Port: 25
7. Click OK
8. Click Test button, then click Test again.
9. Diagnostic text should indicate: "Test message delivered successfully."

If a failure message is received, verify that GroupMail is allowed out of the Windows Firewall.

Verify there are no current mail delivery problems as reported by Yale ITS: http://its.yale.edu/system-status

As we continue to gather information on this application and SOM D&AR's use of it, different configuration options should be considered to allow for better delivery.

Server: smtp.office365.com
- Required Authentication - Checked
- Click Setup
- Check Use SMTP Authentication (outbound)
- Type: AUTH LOGIN (Default)
- Username: User's first.last@yale.edu
- Password: User's Yale NetID password
- PORT: 587
- Server requires an SSL connection - Checked
- STARTTLS (Default)

NOTE: These settings will work only if the user has permission to "Send As" the selected mailbox. The owner of the mailbox must submit a ticket to somit@yale.edu and the ticket should be escalated to Systems tier 2.

On each computer which GroupMail is installed, there is a local database of sending addresses and recipients. They do not share this information within their department.

Their mailings are unauthenticated through mail.yale.edu and can be expected to fall into a recipients Junk e-mail or SPAM folders.

They do not have access to some of the addresses which they use to populate the "From" field, and are effectively spoofing.

They acquired their own licensing for GroupMail, so we should not perform installations of GroupMail.
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