## Appian Custom SMTP Server Worksheet

# Overview

To configure a custom SMTP server for emails in Appian Cloud, please:

1. Review article [KB-2100](https://community.appian.com/support/w/kb/1757/kb-2100-overview-of-custom-smtp-server-setup-process-in-appian-cloud) and complete this worksheet.
   1. Sections highlighted in green are required.
   2. Sections highlighted in yellow are optional.
2. Submit the worksheet to Appian through a [Technical Support Case](https://forum.appian.com/suite/sites/support/page/new-case).

# Requirements

## Custom SMTP Server Access

Please answer **YES** or **NO** to the following questions:

|  |  |
| --- | --- |
| **Question** | **Answer** |
| Will your custom SMTP server exist within your network? (The answer is typically **YES** as most custom SMTP servers exist within the customer network) |  |
| If your answer to the previous question is **YES**, will your custom SMTP server require a new or modified VPN tunnel between Appian Cloud and your network? |  |

## Custom SMTP Server Properties

Please provide the following information related to your custom SMTP server. These properties will be configured in Appian Cloud and require a site restart to take effect. Additionally, the values in *italics* are set by default.

|  |  |
| --- | --- |
| **Property** | **Value** |
| 1) SMTP host name and port | *localhost:25* |
| 2) Authentication enabled? (true or false) | *false* |
| 3) SMTP username |  |
| 4) SMTP password | *Must be communicated over the phone.* |
| 5) SMTP transport protocol (smtp or smtps) | *smtp* |
| 6) starttls enabled? (true or false) | *false* |
| 7) starttls required? (true or false) | *false* |