Manage Notification Senders in the Admin Area

PUQcloud Panel

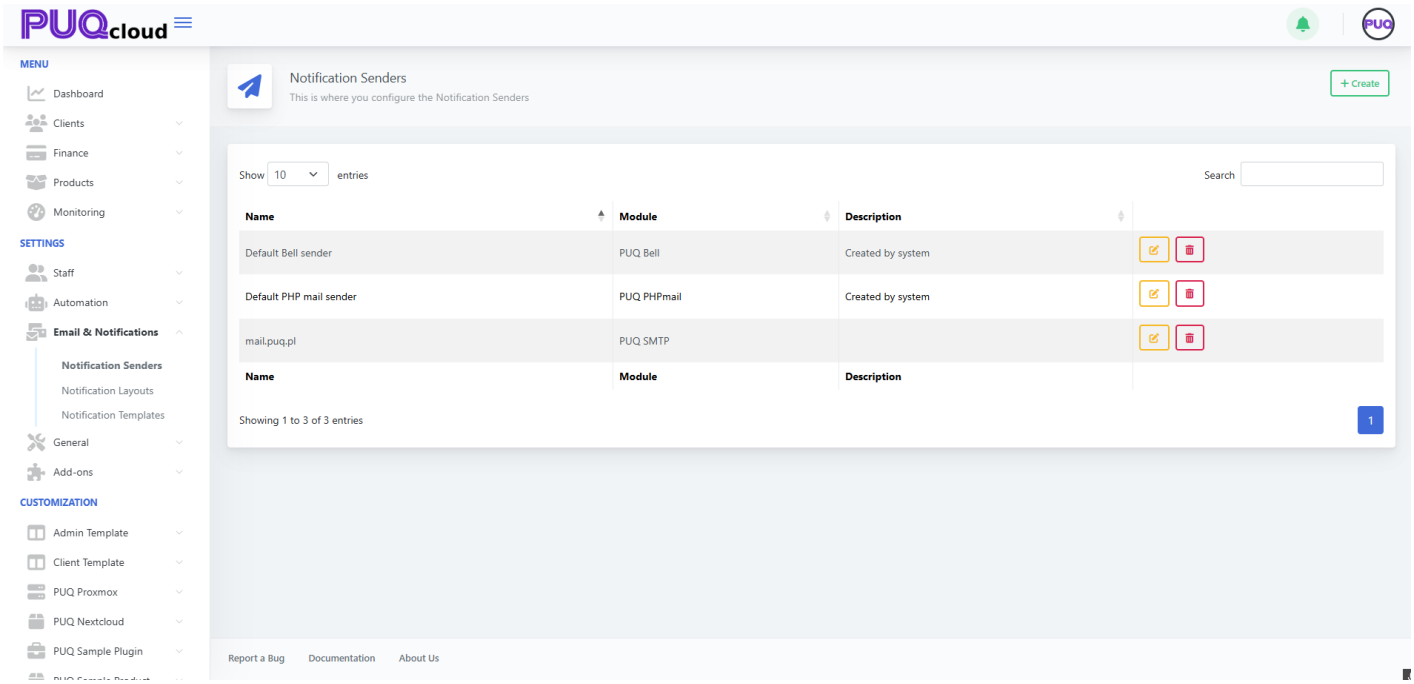
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Use this guide to add, edit, and configure the channels your system uses to send emails/alerts (PHP mailer, SMTP, Bell, etc.).

Open the Notification Senders page

1. In the Admin Area, go to **Email & Notifications → Notification Senders**.
2. You'll see all existing senders with their **Module** (delivery method) and quick actions.

Notification Senders list with Edit/Delete actions.



Understand sender types (Modules)

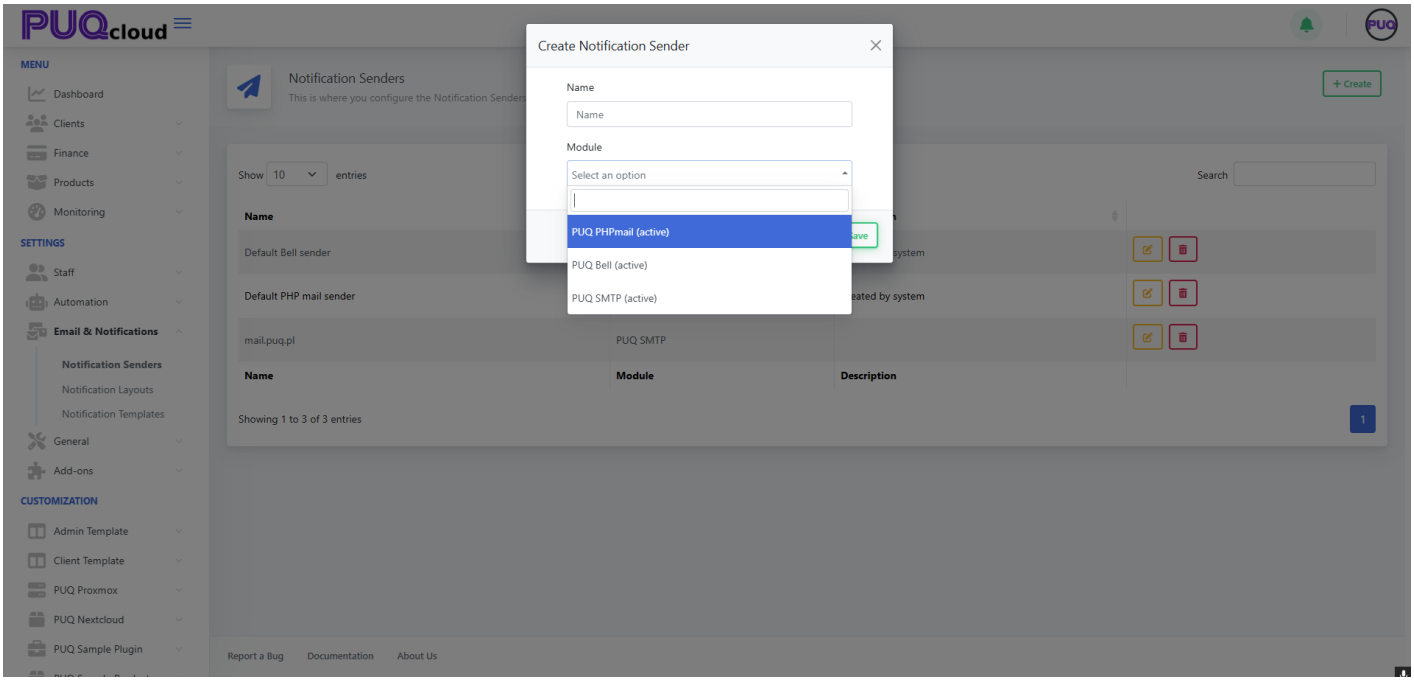
When creating a sender you'll choose a **Module**:

- **PUQ PHPMailer** — uses PHP mail; simple to set up, limited deliverability controls.
- **PUQ SMTP** — sends through your mail server (recommended for deliverability).
- **PUQ Bell** — internal "bell"/in-app notifications (no email).

Create a new sender

1. Click **+ Create** (top-right).
2. In the modal, fill **Name** (e.g., "Support SMTP") and choose a **Module**.

"Create Notification Sender" modal with Module dropdown.



> Tip: Create one sender per use case (e.g., "System Alerts (SMTP)", "Marketing (SMTP)", "In-app Bell").

Configure SMTP details (if you chose **PUQ SMTP**)

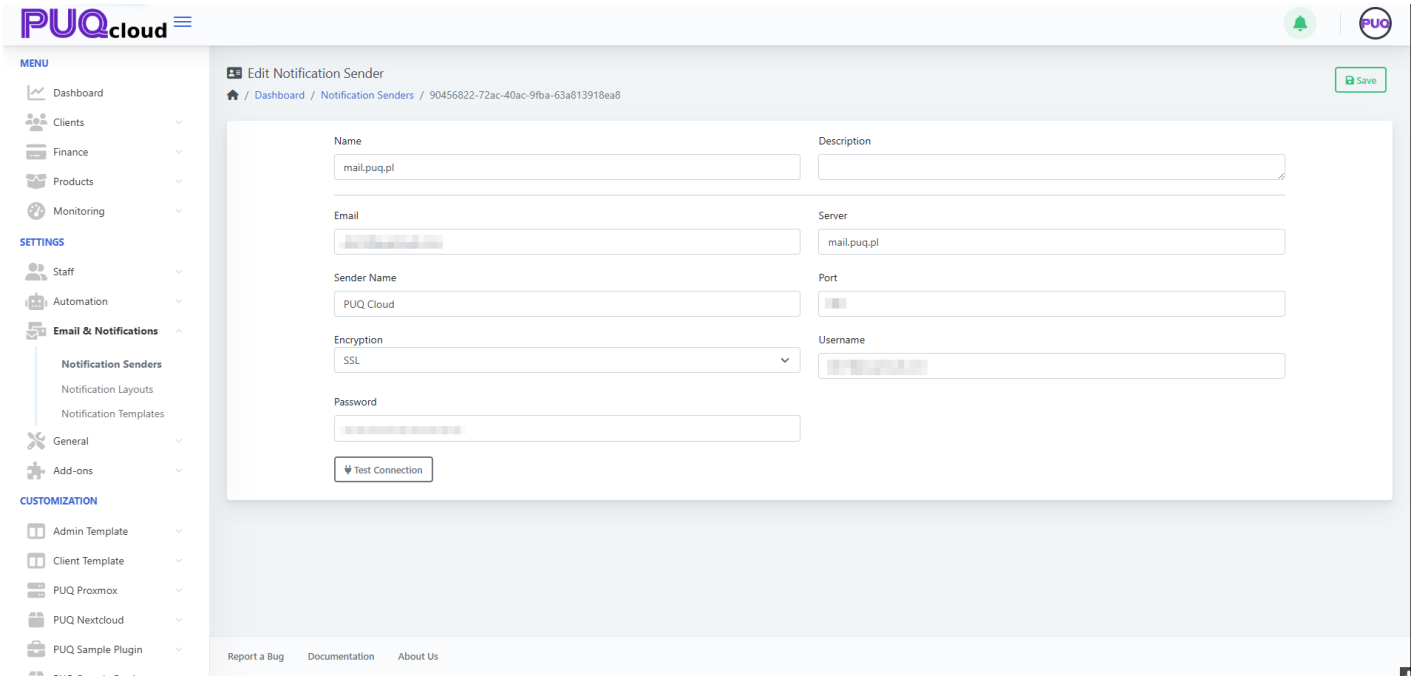
After saving the modal, you'll land on the sender's settings page. Fill the fields:

- **Name / Description** — friendly label for admins.
- **Email** — the "From" address (often must be a verified mailbox/domain).
- **Sender Name** — the "From name" (e.g., "PUQ Cloud").
- **Server** — SMTP host (e.g., `mail.example.com`).
- **Port** — usually **465** (SSL) or **587** (TLS).

- **Encryption** — **SSL/TLS/None** per your provider.
- **Username / Password** — mailbox credentials.

Click **Test Connection** to verify, then **Save**.

SMTP sender edit form with Test Connection button.



> Deliverability tips
> • Use a dedicated subdomain (e.g., `mail.example.com`).
> • Set up SPF, DKIM, and DMARC where you host DNS.
> • Match the **Email** domain with the authenticated SMTP domain.

Edit or remove a sender

- From the list, click ✏ **Edit** to update any field and **Save**.
- Click □□ **Delete** to remove a sender (you'll be asked to confirm).

> Heads-up: If a sender is referenced by a **Notification Template** or workflow, update those to the new sender before deleting.

Best practices

- Maintain at least **one SMTP sender** for production.
- Keep separate senders for **transactional** vs **marketing** mail.
- Periodically **Test Connection** after password/host changes.

- Restrict who can edit senders via **Admin Groups/Roles**.

Troubleshooting checklist

- **Test Connection fails** → verify host/port/encryption; check firewall blocks.
- **Emails land in spam** → fix SPF/DKIM/DMARC; use consistent “From” domain; warm up IP if applicable.
- **Auth errors** → re-enter username/password; confirm app-passwords if using Google/Microsoft; ensure 2FA policies allow SMTP.

That’s it! Your Notification Senders are now set up and ready to power templates and automated notifications.

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