

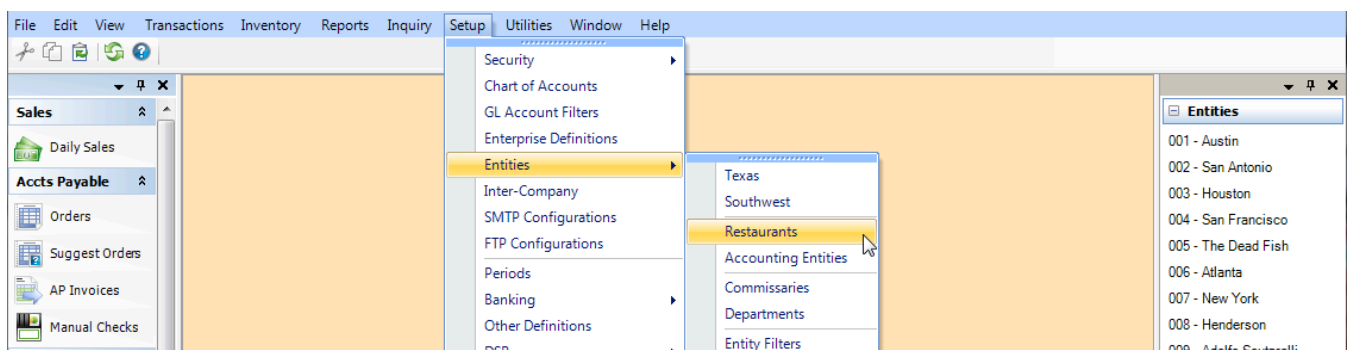


## FAQ

[Home](#) / [FAQ](#) / I can't email a purchase order. What do I do?

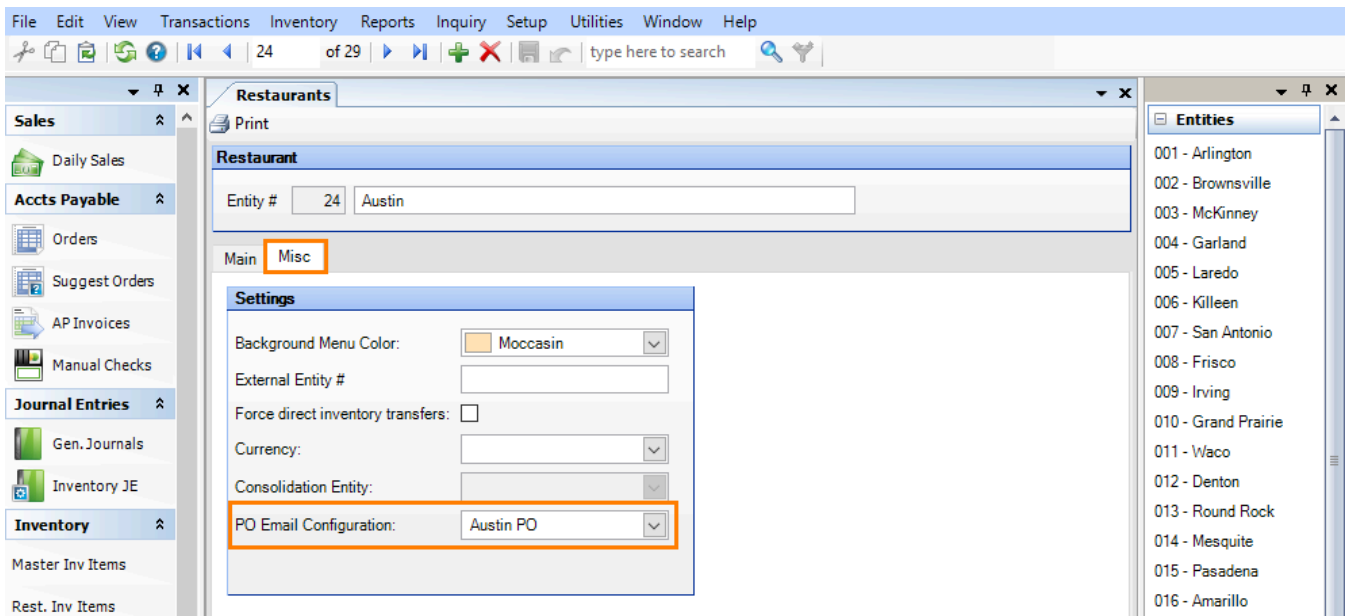
### I can't email a purchase order. What do I do?

If you receive an error when emailing a purchase order, first confirm whether the entity is set up with the correct purchase order email configuration.

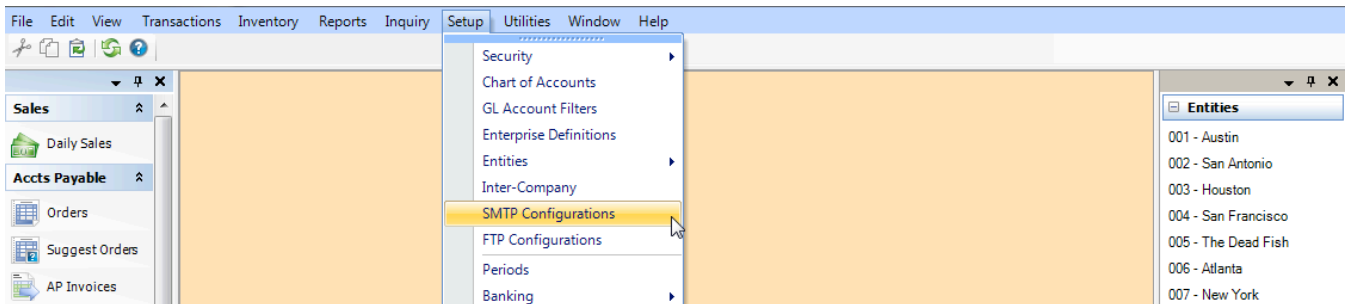


1. Go to **Setup > Entities > Restaurants**.
2. Select the **Misc**
3. Ensure the **PO Email Configuration** is set to the correct email setup.

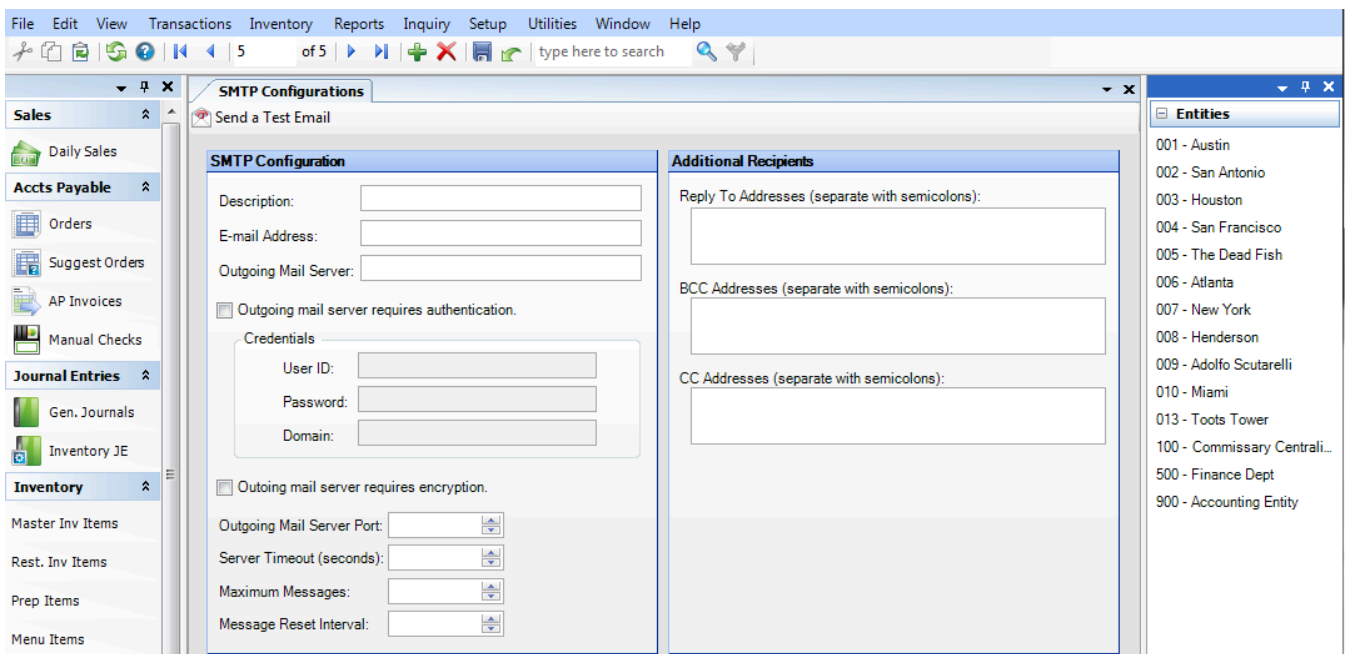
4. If changes are made, **save** your changes.



If the email configuration is correct, there may be an issue with the SMTP configuration setup.



1. Go to **Setup > SMTP Configurations**.
2. Choose the configuration you wish to view, and click **OK**.



**Important:** If you use your own mail server for your SMTP configuration (ex: orders@yourcompany.com), your IT team or whoever set up your mail server will be the best point of reference for the information requested on the configuration screen pictured above.

It is not necessary to have or use your own mail server for SMTP configurations. Many customers set up configurations using an email address created via free webmail providers, such as Gmail (see below example).

If you use Gmail, there are some common errors that generate from an incomplete SMTP configuration setup. The below notes will help you correct these errors.

The screenshot displays the 'SMTP Configurations' window. The 'SMTP Configuration' section includes the following fields and settings:

- Description: Austin PO
- E-mail Address: compeataustin@gmail.com
- Outgoing Mail Server: smtp.gmail.com
- Outgoing mail server requires authentication.
- Outgoing mail server requires encryption.
- Credentials:
  - User ID: compeataustin@gmail.com
  - Password: [Redacted]
  - Domain: [Empty]
- Outgoing Mail Server Port: 587
- Server Timeout (seconds): 5
- Maximum Messages: [Empty]
- Message Reset Interval: [Empty]

The 'Additional Recipients' section on the right contains three empty text boxes for 'Reply To Addresses', 'BCC Addresses', and 'CC Addresses'. The left sidebar shows the 'Inventory' section selected, and the right sidebar shows a list of entities from 001 to 019.

1. **Outgoing mail server requires authentication.** Check this box and enter the correct email address (User ID) and password for the Gmail account.
2. **Outgoing mail server requires encryption.** Check this box.
3. **Outgoing Mail Server Port.** The port for Gmail is 587. Set your **Server Timeout** to 5 as well.

If you continue to receive an error, there is a setting in Gmail that is likely preventing access.

# Control, protect, and secure your account, all in one place

My Account gives you quick access to settings and tools that let you safeguard your data, protect your privacy, and decide how your information can make Google services work better for you.

**Sign-in & security** >

Control your password and Google Account access.

- Signing in to Google
- Device activity & notifications
- Connected apps & sites**

**Personal info & privacy** >

Manage your visibility settings and the data we use to personalize your experience.

- Your personal info
- Manage your Google activity
- Ads Settings
- Control your content

**Account preferences** >

Set language, accessibility, and other settings that help you use Google.

- Language & Input Tools
- Accessibility
- Your Google Drive storage
- Delete your account or services

**Security Checkup**

1. Log in to your **Gmail account**.
2. Click your avatar in the upper right-hand corner and select **My Account**.
3. On your account page, click **Connected Apps & Sites** under **Sign-in & Security**.
4. Scroll to the bottom and ensure **Allow Less Secure Apps** is switched to **ON**.

**My Account**

**Sign-in & security**

**Welcome**

- Sign-in & security**
  - Signing in to Google
  - Device activity & notifications
  - Connected apps & sites
- Personal info & privacy**
  - Your personal info
  - Manage your Google activity
  - Ads Settings
  - Control your content

**Saved passwords**

You have secured your data with a sync passphrase. You will only be able to access your passwords from Chrome settings.

[LEARN MORE](#)

**Allow less secure apps: ON**

Some apps and devices use less secure sign-in technology, which could leave your account vulnerable. You can turn off access for these apps (which we recommend) or choose to use them despite the risks.

If you have questions or encounter issues emailing orders, please send a screenshot of the error to the Compeat Support Team at [support@compeat.com](mailto:support@compeat.com).

Was this Helpful ?

yes

no

Why can't I find an invoice I want to void?

Can you help me understand inter-company postings?

How do I access Help for Compeat Schedule?

What are forecasts? How do I set up or change them?

Why didn't an employee receive an email/SMS notification with their schedule?

How do I use schedule templates? How many can I have?

What are Restaurant Schedule Stations?

How should my Wage Groups be configured?

Why are tips recorded in Daily Employee Totals not showing up on Time Worked or in exports?

Why are extra hours appearing on my Time Worked Report?

How do I clear all these polling exceptions?

I'm trying to export pay details and I keep getting a timeout error. Can you help?

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**Learn More**



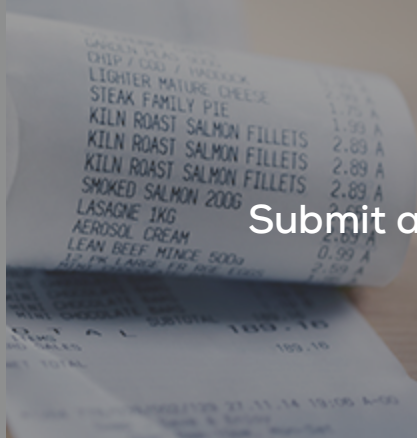
System Status



News and Updates

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Need More Help?



Submit a Ticket



Enhancements and Feedback

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