QPro Email Setup using QFloors Relay Server

The QFloors Relay Server is an email server that is controlled by QFloors and is used for sending emails that are created by QPro.

There is one requirement when using the QFloors Relay Server:

> You must have your own domain name (for example: flooringdealer.com). When sending from QPro, you must use email addresses from that domain. For example, *chad@flooringdealer.com* or *trent@flooringdealer.com*. Using an address like *chad@gmail.com* will most likely put the email in the recipient's spam folder, or not send at all.

If you have met the domain name requirement, you can connect QPro to the QFloors Relay Server by following these procedures.

1. **Update SPF Record** - The next steps are very technical. You should have your IT person or website designer help with this if you feel uncomfortable. QPro support can also help you with the following steps but **you must already be logged into the registrar's website** before calling our support department. The registrar is the company where you purchased your website domain (like flooringdealer.com).

   a. In your web browser, connect to your domain registrar with your username and password.

   b. Find the page on the registrar's website where you modify the SPF record. Each registrar's web page for SPF modification looks and works a little differently than others'. The following website gives information about your registrar if you need additional help finding the right page: https://www.mail-tester.com/spf/

   c. Update the SPF record.
      i. All SPF records start with the following text: v=spf1
      ii. If there is already an SPF record displayed then you have to add **include:relay.qfloors.com** to the current record **without deleting**

or changing what is already there. Here is an example of how you would do that:

- Make a backup of the existing record by copying the text of the existing record, then pasting the copied text to a program on your computer, such as Notepad or Word.
- Make the change
    - Example of existing Record before addition: v=spf1 include:spf.mandrillapp.com -all
    - Record after addition: v=spf1 include:spf.mandrillapp.com include:relay.qfloors.com -all

    iii. If no SPF record already exists, then add (copy and paste the following): v=spf1 include:relay.qfloors.com ~all

    iv. Use the website https://www.mail-tester.com/spf/ if you are having difficulty figuring out where to add the record.

    v. Save the new record.

d. Check to make sure the record worked. Go to this website to check and make sure that the record was entered correctly: https://mxtoolbox.com/spf.aspx. After running the tool you should see a screen that looks something like this:

2. **QuickConfig Setup Tool -** Enter the following QFloors email relay server parameters into the Quick Config program.
   a. SMTP server: relay.qfloors.com
   b. Port: 587
   c. Username: leave this blank

        d. Password: leave this blank

3. **Email Addresses in QFloors -** In QPro, make sure
    a. You have entered a correct email address in the Employees/Subs screen for all employees who will be using QPro; and
    b. All of those email addresses are in the same domain that was updated with the SPF record (e.g. *@flooringdealer.com*).

4. **Test QPro Email** by sending an email within QPro using any email feature as shown in this [QPro email tutorial video](#).