

## Tech Tip Tuesday—January 9, 2018

### Reminder: Boot Camp in Phoenix—end of this month!

Spots for our January Livery Coach User Experience (aka Bootcamp) are going fast. If you haven't already registered and intend to attend, please fill out the form at [www.liverycoach.com/Jan2018/LCUserExperienceRegistration.pdf](http://www.liverycoach.com/Jan2018/LCUserExperienceRegistration.pdf)

Hotel registration link is <https://www.starwoodmeeting.com/Book/LA25AA2018> for the special \$99/night rate.

### Email

As most of us know by now, Livery Coach has the ability to send emails out either through a centralized email portal or by using the local email client on a workstation.

These days, with increasing email security by Microsoft, combined with the complexities of cloud/remote hosting, most of our clients use the centralized email portal, which is often configured to use different email addresses for confirmations, chauffeur notifications, receipts, etc.

(If your system does not send emails centrally, and you would like to discuss how to set that up, please contact our support team.)

While it's easy to understand the benefits of sending confirmations and receipts from a central mailbox, sometimes there may be a need or desire to send a confirmation from a personal email address rather than the default standard address. While sending the email to yourself and then forwarding is certainly a viable option, there's an easier way.

Livery Coach supports the ability to have a personal email address for each LiveryCoach user configured right in the system, so that can easily be done, as long as all your emails addresses use the same server.

In order to set up the user email addresses within Livery Coach, simply navigate to Setup...Maintain...Security (the spot in Livery Coach where new users are set up—if you can't find this menu item, it means your organization has not granted you this permission.)

Select the "Email Settings" tab, click New and enter the email address, user ID, Password, and Owner Name (from the dropdown). (If you run multiple owners, you can have a personal email address for each owner.)

**Edit Security**

User Access Information

UserID: DCH Password: \*\*\*\* Confirm Password: \*\*\*\*

Name: David Hirsch Mobile Code:

User Time Zone: (GMT -05:00) Eastern Standard Time

Allow Window UserName To Access LiveryCoach  Quickbooks Integrated ID:

Never Change Password

Disable Incoming New/Change/Cancel Reservation Alert

Terminate LiveryCoach App if this user has no activity for 0 minute(s). (Enter 0 to disable)

Ok Cancel

General Schedule And Dispatching Optional Features **Email Settings**

Owner ID	Owner Name	Email Address	Email User ID	Email As Default
0	LongCar Limousine Company	david@longcarlimo.com	david	No

Email Address: david@longcarlimo.com User ID: david Password: \*\*\*\*\*

Owner Name: LongCar Limousine Company  Set As Default

New Save Delete

Now, when you manually email a confirmation or other report, you have the choice in the dropdown to pick what email address you want to send it from.

<b>Trip Sheet</b> <input type="checkbox"/> Print <input type="checkbox"/> Fax <input type="checkbox"/> Email Available Reports: Chauffeur TripSheet Chauffeur Airport Sign Chauffeur Airport Sign - No Logo Test Airport Sign Chauffeur TripSheet trip sht archive trip sheet banner trip sheet banner 7_3 trip sheet banner 2 <input checked="" type="checkbox"/> Block Credit Card <input checked="" type="checkbox"/> Show Payment/Rate Copies: 1	<b>Transportation Confirmation</b> <input type="checkbox"/> Print <input type="checkbox"/> Fax <input checked="" type="checkbox"/> Email Available Reports: Transportation \ Cancellation Confir Change Confirmation Credit Card Authorization Request <input type="checkbox"/> Show Payment/Rate Copies: 1	<b>Farm Confirmation</b> <input type="checkbox"/> Print <input type="checkbox"/> Fax <input type="checkbox"/> Email From: <input type="text"/> To: <input type="text"/> Farm Notes: <div style="border: 1px solid black; height: 100px;"></div> Available Reports: Farm Out Request for Charges Farm Out Confirmation Farm Out Change Confirm Confirmation - Farm - Standard Type Confirm Farm In Farm In Confirm 3 confirm farm banner confirm farm charges request confirm farm directions Confirmation - Farm - Accounting List Type Override Fax Nbr: <input type="text"/> Email: <input type="text"/> Auto Farm-Out Fax For Charges: <input type="text"/> Get Set Copies: 1 Format Type: Default Email From: Default Default david@longcarlimo.com
<p><input type="radio"/> None <input type="radio"/> Passenger <input checked="" type="radio"/> Contact <input type="radio"/> Chauff <input type="checkbox"/> Overrides Auto Send Setup</p> <p><b>Contact Email</b></p> <p>john@liverycoach.com <input type="button" value="Save Email to Contact"/> <input type="button" value="Insert Message"/></p> <p>Hextall, Ronald <input type="button" value="Email Templates"/> <input type="checkbox"/> Use This Subject Only</p> <p>Faxes Will Be Sent To LCSFax</p> <p>Available Contact Fax: <input type="text"/> Override Fax Nbr: <input type="text"/> Attention: <input type="text"/></p> <p>Send Printouts To DCH Office MFC-7360N Printer</p>		