

This post includes a step-by-step guide on how to properly configure Mail Settings in Joomla 3.X global configuration using SMTP settings and GSuite as your email provider. The visual guide includes lots of useful pictures and troubleshooting guidance.

This visual guide will walk you through the steps of setting up SMTP mail in Joomla while using a GSuite email address under your custom domain. If you don't need the full guide, then see the TL;DR version below. Note that this solution works as of the publication date of the post (April 1st, 2017) - but isn't an April Fools' joke.

Otherwise, you can skip to the full guide.

# TL;DR Version - Send global mail using SMTP and GSuite in Joomla 3.X

The steps listed below explain how to get SMTP mail working on Joomla 3.X

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while using GSuite as your custom domain email provider.

TL;DR Version - Joomla 3.X SMTP mail with GSuite setup Below is a condensed version of the entire guide on how to set up SMTP mail in the Joomla Global Configuration panel.

Step 1: Log into your Google Admin panel 
with administrative privileges. Go to Security > Basic settings and check the box that says "Allow users to turn on 2-step verification."

Step 2: Log into your individual Google account dashboard □ and head over to Sign-in & security > Signing in to Google > 2-Step Verification. Follow the steps to turn on two-step authentication.

Step 3: In your Google account, go to the App Passwords 
section and add a new app password with the following values:

- Select app: Mail
- Select device: Other (custom name)

Enter anything (like "My Joomla website mailer") in the custom name and click Generate. You will see a 16-digit password. Save this password.

Step 4: Go to the administrative panel of your Joomla instance and find *System* > *Global Configuration* > *Server* > *Mail Settings*. Scroll down to *Mail Settings* and it will be on the bottom-right.

Enter the following Mail Settings values:

- Send Mail: Yes
- Enable Mass Mail: Doesn't matter
- From Email: Enter the email address that you created the app password for in the previous step
- From Name: Enter the name that you want email recipients to see
- Mailer: SMTP
- SMTP Host: smtp.gmail.com
- SMTP Port: 587
- SMTP Security: STARTTLS
- SMTP Authentication: Yes
- SMTP Username: Enter the email address you created the app password for in step 3.
- SMTP Password: Enter the app password you created in step 3.

Click Save on the top-left and then test by clicking Send Test Mail below the Mail

Settings.

All done! That's it. If you check the email address you set up you should have received a test email, showing you that it works.

If it didn't work, head down to the troubleshooting section or try the entire visual guide.

### Background information on Joomla's mailer

I recently spent some time setting up a new instance of Joomla 3.X and was playing around with the different mailing options under System > Global Configuration > Server (tab) > Mail Settings.

By default, the Joomla CMS sends mail for various reasons. Examples include user registration, mass mailing, and password reset tokens. PHP Mail is the default setting I used and I simply added my personal Gmail address to get it to work. The default mail settings are shown below using PHP Mail:

Mail Settings		
Send Mail	Yes	No
Disable Mass Mail	Yes	No
From Email	@g	mail.com
From Name	Boban Dedovic	
Mailer	PHP Mail	•
Default Joomla 3.X Mail the PHP Mail option to s configuration panel.	Settings - By default, Jo end global mail within t	oomla 3.X uses he global

It worked out of the box (I received a test email for new user registration), albeit I wasn't quite happy with a few things:

- Gmail showed the ? padlock warning next to the sender address.
- Gmail showed the dreaded "phishing scam" message

You can see a copy of the email below:

Configure Joomla 3.X Mail with SMTP and GSuite (Google Apps) - Boban Dedovic



Gmail message for Joomla user registration email - Gmail showed a padlock warning and a phishing warning label on default registration emails sent from Joomla 3.X using the default mail settings (PHP Mail). *Source:* Gmail screenshot.

### Why does Gmail show this warning?

Gmail shows the padlock and other warnings to users when the sender of the email doesn't have an authenticated domain name. This means that Gmail could not verify that the email actually came from me. It could have been sent by someone else posing as my email address - which is a security issue.

As I wrote about in another blog post about MailChimp domain authentication, email providers are beefing up security when it comes to authenticated senders and domain names. Just putting in whatever email address you want doesn't fly anymore.

## The alternative - Using GSuite (formerly Google Apps for Work) as my email provider

Since I am already a GSuite customer, I wanted to set up my admin(at)bobandedovic.com email address to handle the mail. I own the domain and email address, so I didn't think it would be an issue.

However, after changing the email address to a GSuite one, I noticed that the mail function ceased to work entirely. That is, mail was not being sent whatsoever from Joomla. I then explored the various mail options within Joomla and saw that none of them worked, even with entering the right credentials.

After spending a few hours researching the issue, I found that you need to go through a few steps within Joomla and the GSuite Admin panel in order to get mail to work using SMTP.

The following guide explains step-by-step how to get this working.

### Before you begin

Before you begin going through the steps in this guide, there are a few things that you must have working on your website:

- Joomla 3.X without core hacks on the mailer files
- Administrative access to GSuite
- Basic technical knowledge
- A GSuite account where email is already working

If you don't have these items in place then the guide might not work for you. If you are using a different version of Joomla (such as 2.5.X or older) then this guide *may work*. But use at your own discretion.

Important note: This guide is intended for (and tested to work on) GSuite customers for Google. This guide has not been tested to work on regular old Gmail (youremail[at]gmail.com).

If you do have these items, then you are ready to go!

# Step 1: Enable two-step verification in GSuite (Administrative privileges required)

The first thing we have to do is enable two-step authentication in GSuite. This technology adds an additional layer of security to your GSuite account by requiring you to authenticate account access with a code from the  $\Box$  Google Authenticator app (or another method).

So, head over to https://admin.google.com 
and log in using your administrative credentials. From there, click on Security > Basic settings.

#### Configure Joomla 3.X Mail with SMTP and GSuite (Google Apps) - Boban Dedovic



GSuite Admin dashboard - Once you log into the Google Admin panel, you will be able to control your GSuite security settings by clicking the Security icon. *Source:* GSuite Admin screenshot.

Security bobandedovic.com
Basic settings
Set password strength policies, enforce 2-step verification.
d monitoring Monitor the password strength by user.
API reference
Enable APIs to programmatically manage provisioning, reporting, or migration via custom-built or third- party applications.
Couite Admin accurity acttings. The accurity acttings have allows you to act argenization
wide security rules such as two-factor authentication. Source: GSuite Admin screenshot. Source: GSuite Admin screenshot.

Finally, check the box that says "Allow users to turn on 2-step verification". Note

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Configure Joomla 3.X Mail with SMTP and GSuite (Google Apps) - Boban Dedovic
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## that you need to have access to an administrator level account to make such changes.



Make sure that this setting is saved correctly.

Troubleshooting: If you cannot turn this setting on or are otherwise having trouble with it, Google's help section article  $\Box$  is a good resource.

# Step 2: Turn on two-step authentication for your individual GSuite account

Now that two-step authentication is turned on for the domain, it's time to turn it on for the email account that you want to use for the Joomla global mailer.

Head over to https://accounts.google.com 
and log in with your credentials.

Once you are logged in, go over to Sign-in & security > Signing in to Google > 2-Step Verification.



Here, you should see a set of screens that walk you through the setup process of two-step verification:



with a GSuite account. Source: Google account screenshot.

Click the blue GET STARTED button and re-enter your password.

## Step 2a: Follow the three steps 2-Step Verification

#### setup process

There are three steps to follow when setting everything up. First, enter the phone number you want to use and click Next.

Let's set up your	phone	
What phone number d	o you want to use?	
•		
Go Do Mes e this nu Voice nu a rates me	mber for account security. umber. ay apply.	
How do you want to g	et codes?	
• Text message	O Phone call	Ly:
	Step 1 of 3	NEXT

Next, enter the 6-digit code that you received from Google in the code box.

÷	2-Step Verification		
	Confirm that it wor Google just sent a text mes Enter the code	ks ssage with a verification code to	
	t it? Resend		
	BACK	Step 2 of 3	NEXT
Goo	ogle 2-Step Verification s le to your phone number	setup > Step 2 (confirm code) - Goo • as a text message (if you selected	gle will send a 6-digit that option) or call

you with the digits. *Source:* Google account screenshot.

Once it's confirmed, click TURN ON to finalize the setup.

← 2-Step Verification
It worked! Turn on 2-Step Verification   Now that you've seen how it works, do you want to turn on 2-Step Verification for your Google Account administrator@bobandedovic.com?
Google 2-Step Verification setup > Step 3 (turn on) - Once you enter the correct code, click the <i>TURN ON</i> button to enable two-step verification. <i>Source:</i> Google

https://bobandedovic.com/blog/technology/configure-joomla-3x-admin-mail-smtp-gsuite[12/3/2020 6:54:30 PM]

account screenshot.

Once it's turned on I strongly recommend that you take the time to create some sort of backup method (at least one). In case your phone gets stolen or is lost you will want to have some means of getting into your account.

Google offers lots of backup options, as shown by the screenshot below:

×	Backup codes These printable one-time passcodes allow you to sign in when away from your phone, like when you're traveling. SET UP
	Google prompt Get a Google prompt on your phone and just tap Yes to sign in. ADD PHONE
C	Authenticator app Use the Authenticator app to get free verification codes, even when your phone is offline. Available for Android and iPhone.
Google 2- t's highly	Available for Android and iPhone. Step Verification > Backup options - In case your phone is lost or stolen recommended to turn on backup options. I recommend the <i>Google</i> ption because it's usually the fastest method to verify the login <i>Source</i> :

Here's a summary of the different alternative second step options and the methods I recommend.

- Backup codes (recommended): These are one-time use codes that you can use if your phone is unavailable or you otherwise can't get messages. I recommend setting them up and having at least four codes stored somewhere safely.
- Google prompt (recommended): If you have the Google app installed on your phone, this method simply asks you if you want to sign in and you can confirm it with a single tap. This method is the most convenient.
- Authenticator app: This method requires downloading an app from Google that generates a 6-digit code every thirty seconds. You can download it for <sup>1</sup> iOS or Android.
- Backup phone: Add an additional phone line where the code can be acquired.

### Step 3: Create a specific "app password" for

# email account so that you can use the Joomla mailer

Now we must create a special app password so that the Joomla mailer can be properly authenticated when sending mail from your website.

Head over to Google > Settings > Security > App passwords □ and select the following options from the drop-down menus:

- Select app: Mail
- Select device: Other (custom name)

	÷	App passwords
		App passwords allow 2-Step Verification users to access their Google Accounts through apps such as Mail on an iPhone or Mac, or Outlook. We'll generate the app passwords for you, and you won't need to remember them. Learn more
		You have no app passwords.          Select app - on my       Select device - GENERATE
G		ogle Account > Creating an app password - The app password is created to urely allow third-party applications (such as your Joomla website) access to
	sen	d email on your behalf. <i>Source:</i> Google account screenshot.
e c eml chc idin icat	sen usto ber i ose ' ig yo tion	d email on your behalf. <i>Source:</i> Google account screenshot. Om name box, enter a unique name for the password that you v is associated with the Joomla website in question. For this exa "My Joomla website mailer" as an example, but I recommend our domain name in here and a reminder that it's for the mail
e c eml chc udin icat	sen usto ber i ose ' ig yo tion Yo	d email on your behalf. <i>Source:</i> Google account screenshot. Om name box, enter a unique name for the password that you v is associated with the Joomla website in question. For this exa 'My Joomla website mailer" as an example, but I recommend our domain name in here and a reminder that it's for the mail

Google Account > Custom app password name - When you are creating the custom name for your app password, consider giving it a name that you will recognize in the future. Something related to your website name and 'mailer' is probably a good idea. *Source:* Google account screenshot.

Click Generate and a popup will come up with a dedicated app password. Make sure to write this password down as we will use it in another step.

	Your app password for your device
Email securesally@gmail.com Password	How to use it Go to the settings for your Google A the application or device you are trying to set up. Replace your password with the 16- character password shown above. Just like your normal password, this app password grants complete access to your Google Account. You won't need to remember it so don't write it down or share it with anyone.
	DONE
ogle Account > Custom app pass	vord generated - Once you generate the app

If you closed out of this and didn't copy it, then just click Revoke on the entry you made and create a new one.

Once it's created, you should see an entry for it in this section:

Name	Created	Last used	Access
My Joomla website mailer	5:00 AM	-	REVOKE
Select app 👻 on my	Select device 👻	GENERATE	
Google Account > Mana and close out of the pop password removes it an steps provided. <i>Source:</i>	ging app passwo up, you will see y d requires you to Google account s	rds - Once you gener our new entry in the create another one f screenshot.	rate the app password list. Revoking the following the previous

Important security note: Treat this app password like you would any other password. Do not share it or upload a picture of it to anyone that you don't trust (such as an online forum).

# Step 4: Set up the Joomla mail credentials in the administrative panel

We're almost there! Now it's time to log into your Joomla administrator panel. The URL will look like this by default: *yourdomain.com/administrator*.

Note that the "/administrator" comes after whatever directory you installed Joomla in. So, if your path to the Joomla homepage is "yourdomain.com/sites/joomla" then the administrator panel will be "yd.com/sites/joomla/administrator".

Log in and head over to the following page: System > Global Configuration > Server (tab). Scroll down to *Mail Settings* and it will be on the bottom-right.



System - Us Global Conf	ers - Menus - Content - iguration	Components - Extensions -	Help -	Boban D
🗹 Save	Save & Close Scancel			
YSTEM	Site System Server	Permissions Text Filters		
ilobal onfiguration	1 and 1 mile 1000			
Service of Statements	Server Settings		Database Setting	js
DMPONENT				
ticles	Path to Tomp Folder		Database Tune	
anners	radi to temp rolder		Darangee lyhe	
icne	Gzip Page Compression	Yes	Host *	
ontacts				
staller	Error Reporting	System Default *	Database Username *	
aavBloa				
E Editor Pro	Force HTTPS	Administrator Only *	Database Name *	
Comments				
omla! Update	Location Settings		Database Tables Prefix	
inguages			Mail Cattinga	
edia	Converting Zone		Mail Settings	
enus	Server Time Zone	Los Aligèles		
essaging	ETP Settings		Send Mail	Yes No.
odules	TF Settings			
ws Feeds			Disable Mass Mail	Yes No
ugins	Enable FTP	Yes No		
est-installation essages			From Email	boban.dedovic@gmail.com
edirects	Proxy Settings		From Name	babandadovic com
arch			From Name	bubandedovic.com
nart Search	Longe I Longe		Mailer	PHP Mail
ig Meta	Enable Proxy	Yes No		Construction of the second sec

Accessing Mail Settings in Joomla 3.X - To access your Mail Settings, scroll down to *Mail Settings* from the *Server tab* in the Global Configuration view.

Hold tight, you are almost there!

## Step 4a: Enter new Mail Settings for your GSuite email address

Now that you are under Mail Settings, we are going to apply the following settings/values:

Joomla 3.X Mail Settings for SMTP Use the following mail setting values for configuring the default Joomla mailer. Don't forget that the SMTP password is not your email password, but the special <i>app</i> <i>password</i> you created in your Google account.				
Setting	Value			
Send Mail	Click "Yes" and make sure it's green Yes No			
Disable Mass Mail	Doesn't matter			

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From Email	Enter the email address that you created the app password for in the previous step
From Name	Enter the name that you want email recipients to see. I recommend something "webmaster-ish" such as the name of your website
Mailer	SMTP
SMTP Host	smtp.gmail.com
SMTP Port	587 (required for SSL)
SMTP Security	STARTTLS
SMTP Authentication	Click "Yes" and make sure it's green Yes No
SMTP Username	Enter the email address you created the app password for in step 3
SMTP Password	Enter the app password you created in step 3

When you have entered everything, the Mail Settings section should look like this:

#### Mail Settings

Send Mail	Yes	No	
Disable Mass Mail	Yes	No	
From Email	administrator@yourdomain.com		
From Name	yourdomain.com		
Mailer	SMTP	•	
SMTP Host	smtp.gmail.com		
SMTP Port *	587		
SMTP Security	STARTTLS	•	
SMTP Authentication	Yes	No	
SMTP Username	administrator@yourdomain.com		
SMTP Password	•••••		
Configuring SMTP Mail Settings in Joomla 3.X - The image shows the configuration fields and values for getting SMTP mail to work			

on Joomla 3.X with a GSuite email address. Note the SMTP Port is 587 and not 25 (or anything else).

Important step: Before being enticed to click the *Send Test Mail* button, click the green Save button on the top-left of the screen:

🗹 Save	✓ Save & Close	8 Cancel				
Saving your new Mail Settings - Make sure to click the green Save button on the top toolbar before running a test.						

Once you click save, you should see a confirmation message that says "Message: Configuration successfully saved" in a green box.

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X	System <del>-</del>	Users -	Menus 🗸	Content -	Components -
Global Configuration					
	🗹 Save	•	Save & Close	& Cancel	
Message Configuration successfully saved.					
Confirm should s	ning saved char see a green boy	nges to Mail s with a succ	Settings - Whe ess message.	n you save you	r settings you

Now we are ready to scroll down to the Mail Settings area again and click Send Test Mail.

SMTP Username	administrator@yourdomain.com
SMTP Password	••••••
Send Test Mail	
ر الس	
	Joomla! 3.6.5 — © 20
Testing your new Mail Se at the bottom of the <i>Mai</i>	ettings - Click the <i>Send Test Mail</i> button <i>il Settings</i> section in the admin panel.

From here, you should see the following success message indicating that the email was sent (hopefully anyway):

Message The email was sent successfully to administrator@bobandedovic.com using SMTP. You should check that you've received the test email
Joomla 3.X SMTP test mail success messages - The Joomla system message should appear, indicating that a test email was successfully sent.

Then, you should log into the email account and verify that the email was actually sent. You are now testing to ensure that your settings worked.

Once you see the email, it should not show the padlock icon and phishing warning label; and the from label should be the email address you set up (as shown below):

Test mail from Boban Dedovic Inbox x



Successful SMTP email sent from Joomla - If you did everything correctly, the test email should come to you within a minute and have your email address as the from field. Notice that there is no padlock warning or phishing label anymore either! *Source*: Gmail screenshot.

Clicking the little down arrow next to "me" should show you the exact details of the sender:



Confirming sender information in Gmail - If you click the little down arrow next to "me" you will see additional sender information, confirming that Gmail recognizes your Joomla website as the authentic mailer for your emails. *Source*: Gmail screenshot.

If you did everything correctly, the email address and from name should be what you entered into your settings.

If this worked for you, then congratulations on setting it up! You are done.

If you didn't make it to the success portion, check out the next troubleshooting section.

### Troubleshooting Joomla's Mail Settings with SMTP

If something didn't work, then do not worry quite yet. Depending on your hosting company and/or other custom settings, it may take some tuning to get it to

work. The following section outlines common root causes of failure, the reason(s) behind it, and recommended solutions.

### Issue 1: Joomla error: "Notice: SMTP Error: Could not Authenticate"

You may see a blue message label saying that SMTP could not be authenticated.



Problem: Something is wrong with the SMTP settings. You most likely entered the wrong username or password.

Solution #1 - Check Mail Settings: Check that your Mail Settings are entered correctly with the right values. Remember that the SMTP password field *must be* the app password you created in your Google account settings, *not* your GSuite password.

Solution #2 - Spaces in SMTP Password: This problem didn't happen to me (even after testing and trying to break it), but you may have entered everything correctly in the Mail Settings, but it still does not authenticate.

It's possible that when you entered the app password you included spaces. If you recall from step 3, the app password Google provided you had spaces in it:

#### Your app password for your device XC Spaces in Google's app password - When you created your Google app password, remember that it had spaces. These spaces could be pasted into the Joomla SMTP mail settings and result in an authentication error. *Source*: Google

account screenshot.

You may have pasted the password with spaces. I recommend pasting the password in a text editor (like Notepad) and then checking to see if the spaces are there. If they are, just remove them and try the authentication again.

## Issue 2: Joomla gave me a success message but I didn't get the email

You may see a success message, but no email was sent.

Problem: You may have to try entering a different SMTP Port.

Solution - Use Port 25 instead: Try using port number 25 instead of 587, save it, and send a test email again. Note that Joomla's hover help tooltip under 'SMTP Port' says to use port 465 to secure SMTP. I tried this and it didn't work. Stick with 25 or 587.

## Issue 3: Joomla gave me an "SMTP connect() failed" error message after a few minutes

If you tried to send a test email and "nothing happened," you may see a Joomla error after a few minutes (on the admin backend): "*Notice: SMTP connect() failed. https://github.com/...*". The error will be in blue.

#### Notice

SMTP connect() failed. https://github.com/PHPMailer/PHPMailer/wiki/Troubleshooting

Joomla "SMTP connect() failed" error - An SMTP connect error like the one pictured above could result from using the wrong port (like 465). Try using port 587 (or 25) and test it again.

Problem: If you see this, you most likely entered the incorrect port number (like 465).

Solution - Use Port 587: Try port 587 (or 25) instead.

### Issue 4: I tried everything and it still just doesn't work!

If you followed the guide, exhausted the troubleshooting guidance here, and it still doesn't work for you, you have one more option. You may have to enable "less secure" apps to work with your GSuite account.

Problem: By default, Google protects your GSuite account by blocking apps that it thinks are less secure. You don't get to see which ones they block or how often

it happens (I think?), but you can turn off this default protection through the Google Admin panel.

If you want to learn more about why Google does this, you can read their help article  $\Box$  on it.

Solution #1 - Enable "less secure apps": Go to Google account > Less secure apps  $\Box$  and enable less secure apps to work with your GSuite account. Now, if you have two-step authentication turned on it won't let you do this, so it might not work at all.

But this solution may work if you are using a different (older) version of Joomla or you have a different GSuite release (yes, different organizations have different releases based on their settings and other factors). I have used this setting to make the mailer work on older versions of Joomla. But be warned, Google doesn't recommend it so use it at your own risk.

Solution #2 - Leave a comment and I will try to help: Leave a comment at the bottom of this page and tell me about your problem. Please be specific and if you prefer, please reach out to me using my contact form and provide more precise details (attachments like images).

I can't promise to make it work for you, but I will try and help.

Solution #3 - Create a new thread on the Joomla forums: If all of these steps have failed you, then I recommend going to the Joomla Forums > Administration  $3.X \square$  section and creating a new thread. The community can be very helpful.

Before doing so, I recommend reading the forum rules 
and running the Forum
Post Assistant script
so that the community can help you more quickly.

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If you liked this guide, consider helping me improve it by leaving a comment at the bottom. If there was a mistake or something didn't work correctly, let me know as well so that I can update this guide for other people to use.

Specifically, if you experienced an error (troubleshooting item) that I didn't list, feel free to send it to me and I will include it in this article (with attribution to you of course).

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