Group Mail

Groupmail aims to provide a way for a team (a Tiki group) to process email contact requests, act on them and record the process in wiki pages. The feature started in Tiki3/Tiki4 days, stopped working some years later, and it was brought back to life in Tiki20.

There is significant work done for Tiki-Cypht in 21, 22, 23 so it's recommended to run the latest stable version of Tiki. (Or even trunk if you are a developer). Most enhancements and many fixes will not be backported as there are lots of changes. There has not been testing on Groupmail. Please report any issues.

1.1. Installation

You need to follow the next steps.

1.2. Since Tiki20

http://profiles.tiki.org/Groupmail_20
Once you applied the profile and add an email account, you can access that email account through the groupmail feauture

The profile adds the following homepage to your tiki site, with a short overview of the whole feature:

Welcome to Tiki GroupMail

Here's what the profile did:

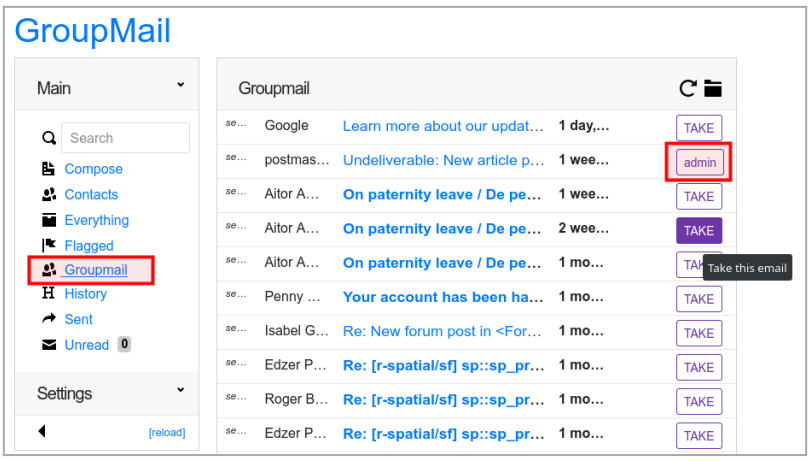
- Made a new "Help Team" group that your GroupMail operators will need to be members of
- Made Trackers for extra user and group info (and attached them to the Help Team group
- Made a Tracker called "GroupMail Tickets" to store mails that are bring processed

Here are a few extra configurations that profiles can't manage yet:

- You need to set up a webmail account - here

Usage tips

- Don't forget to add the users you want (including yourself) to the "Help Team" group



Click to expand

1.3. Until Tiki19

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1.4. More details

Two permissions need to be set in order to manage groups to use and admin the group mail feature:

tiki_p_use_group_webmail	Can use group webmail
tiki_p_admin_group_webmail	Can administrate group webmail accounts

More information on dev:groupmail

Related

- PluginCypht
- WebMail
- http://dev.tiki.org/Groupmail
- http://profiles.tiki.org/GroupMail

Aliases

GroupMail | Group Mail | GroupWebMail