

Email and regional settings

Company setup and configuration

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Set up your sending email account, system defaults and Kenyan regional options.

Intermediate · About 15 minutes · Version 1.0 · Updated 17 November 2026

Overview

Your workspace sends emails, such as invoices and notifications, through an **Email Account**. It also has **System Settings** for the date format, time zone and number format, which control how information appears to everybody.

Prerequisites

- The System Manager role.
- Your mail provider's details: the email address, the outgoing (SMTP) server, port and an app password.

Steps

Outgoing email

1. Search for **Email Account** and click **Add Email Account**.
2. Enter the **Email Address** and a **Password** (use an app password where your provider supports it).
3. Tick **Enable Outgoing** and fill in the **Outgoing Server**, **Port** and whether to use **TLS** or **SSL**, as your provider specifies.
4. Tick **Default Outgoing** if it should be used for all sending.
5. Click **Save**. The system tests the connection.

System settings

1. Search for **System Settings**.
2. Set the **Country** (Kenya), **Time Zone** (`Africa/Nairobi`), **Date Format**, **Number Format** and **First Day of the Week**.
3. Choose the **Language**.
4. Click **Save**.

Practical example

The business sets the date format to `dd-mm-yyyy` and the number format to `#,###.##`. Invoices then read `14-10-2026` and `102,000.00`, the way customers expect.

Important notes

- Emails will fail to send if the outgoing account is wrong. After saving, send a test email to yourself.
- Change the number format only before you start posting, to avoid confusion in old documents.
- Personal users can set their own language and time zone. See Updating your profile and password.

Common mistakes

- Using the normal mailbox password instead of an app password.
- Choosing the wrong SMTP port. Check the provider's documentation.

Troubleshooting

See Email problems.

Next steps

Move on to Users and access control.

Related documentation

- Email problems
- Workflows and notifications