Set-up the accounts

This is the important step to pipe into Ticaga, you need to go to:

```
/config/imap.php
```

Find:

```
/*
    |--------------------------------------------------------------------------
    | Available accounts
    |--------------------------------------------------------------------------
    |
    | Please list all IMAP accounts which you are planning to use within the
    | array below.
    |
    */
    'accounts' => [

        'default' => [// account identifier
            'host'  => 'localhost',
            'port'  => 993,
            'protocol'  => 'imap', //might also use imap, [pop3 or nntp (untested)]
            'encryption'    => 'ssl', // Supported: false, 'ssl', 'tls'
            'validate_cert' => true,
            'username' => 'root@example.com',
            'password' => '',
            'authentication' => null,
            'rfc' => 'RFC822', // If you are using iCloud, you might want to set this to
'BODY'
            'proxy' => [
                'socket' => null,
                'request_fulluri' => false,
                'username' => null,
                'password' => null,
            ],
            "timeout" => 30,
```

```
            "extensions" => []
        ],
    ],
```

Please do not modify the default entry, as it is not integrated with Ticaga and serves solely as a reference example. To add your own accounts, insert them immediately above line 31.

```
        'sales' => [
            'host' => 'mail.yourdomain.com',
            'port' => 993,
            'encryption' => 'ssl',
            'validate_cert' => true,
            'username' => 'sales@yourdomain.com',
            'password' => "your_secret_password",
            'authentication' => 'null',
        ],

        'support' => [
            'host' => 'mail.yourdomain.com',
            'port' => 993,
            'encryption' => 'ssl',
            'validate_cert' => true,
            'username' => 'support@yourdomain.com',
            'password' => "your_secret_password",
            'authentication' => 'null',
        ],
```

The username must match the department email address, however you can have more than one email pipe into a department.

So the final result looks like:

```
/*
    |--------------------------------------------------------------------------
    | Available accounts
    |--------------------------------------------------------------------------
    |
    | Please list all IMAP accounts which you are planning to use within the
    | array below.
    |
    */
```

```
    'accounts' => [

        'default' => [// account identifier
            'host'  => 'localhost',
            'port'  => 993,
            'protocol'  => 'imap', //might also use imap, [pop3 or nntp (untested)]
            'encryption'    => 'ssl', // Supported: false, 'ssl', 'tls'
            'validate_cert' => true,
            'username' => 'root@example.com',
            'password' => '',
            'authentication' => null,
            'rfc' => 'RFC822', // If you are using iCloud, you might want to set this to
'BODY'
            'proxy' => [
                'socket' => null,
                'request_fulluri' => false,
                'username' => null,
                'password' => null,
            ],
            "timeout" => 30,
            "extensions" => []
        ],

        'sales' => [
            'host' => 'mail.yourdomain.com',
            'port' => 993,
            'encryption' => 'ssl',
            'validate_cert' => true,
            'username' => 'sales@yourdomain.com',
            'password' => "your_secret_password",
            'authentication' => 'null',
        ],

        'support' => [
            'host' => 'mail.yourdomain.com',
            'port' => 993,
            'encryption' => 'ssl',
            'validate_cert' => true,
            'username' => 'support@yourdomain.com',
            'password' => "your_secret_password",
```

```
            'authentication' => 'null',
        ],
    ],
```

And email fetching will automatically start for the configured accounts, Amazing!

Revision #3
Created 2025-10-19 19:02:11 UTC by Michael Dance
Updated 2025-10-19 19:42:45 UTC by Michael Dance