

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',
```

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

Revision #3

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