

Address

Overview

Address

Name	Knowledge Base
Street	Street
ZIP	ZIP
City	City
Country	United States 
Country is default nationality	☒
Phone	 +1  201-555-0123
URL	URL
CSV Delimiter	; 
CSV Encoding	Windows-1252 
Send profile updates to	Send profile updates to
Send system notifications to	Send system notifications to
E-mail	Send e-mails as E-mail
SMTP server	SMTP server
Username	Username
Password	Password
Encryption	NONE 

Description

Address

All information entered here will appear by clicking on the tab "My travel agency,". This information is also displayed at the top right of the blue bar.

Field	Description
Name	Name of Travel Agency
Street	Street of Travel Agency
PLZ	Postal code
Location	Location of Travel Agency
Country	Country where Travel Agency is located
Country is default nationality	The country is set as default nationality for all travellers
Phone	Insert phone number of Travel Agency
URL	Insert the URL of the Travel Agency
CSV Delimiter	Select between ";" and ","
CSV Encoding	Select between "UTF-8" and "Windows- 1252"
Send profile updates to	This field indicates to which Email account an alert about an create, update or change will be sent. Emails would only be triggered if changes are executed by travellers or company admins If changes are done by the agency admin no email alert is send. In case of no email address is inserted, no alert emails will be sent. (Email Alert example below) It is possible to add several email addresses by separating them using a comma
Send system notifications to	A system notification is an email message which informs about incoming update/creation profiles from external Systems, which cannot be processed due to technical reason, e. g. Cytric Org Id Community not existing in Faces, user login is already in use etc. Multiple email addresses can be entered to which the notifications should be sent (comma separated)
Send e-mails as Please note we do not support oAuth for the email Send As facility. We only support standard SMTP authentication with username/password. Client should be able to enable SMTP AUTH for the credentials used in Faces. For details on how to do this please see https://learn.microsoft.com/en-us/exchange/clients-and-mobile-in-exchange-online/authenticated-client-smtp-submission	
E-mail	Enter the e-mail that you want to be used to send out notifications emails. This applies to credentials emails and profile reminders/expired documents etc. (where enabled) but does not apply to system notification or profile update emails
SMTP server	Give in your SMTP Server (if left empty, the Umbrella server will be used) (In order for emails not to land in the SPAM folder, it is required to add "include: umbrellanet.ch" to the SPF entry of the domain. Example: v=spf1 include:spf.protection.outlook.com include:4472260.spf06.hubspotemail.net include:umbrellanet.ch -all So called DKIM is not supported. If the sender domain employs DKIM it is required to configure a custom SMTP-Server.) If using any port other than the standard (25) please append :port_number after the server address
Username	Fill in the username set for your mailing server (not needed if the Umbrella server is to be used and the "SMTP server" field is not filled)
Password	Fill in the password set for your mailing server (not needed if the Umbrella server is to be used and the "SMTP server" field is not filled)
Encryption	Choose from None, Basic and TLS depending on your set prerequisites

Email Alert examples:

1.

From: Tenzing Profile Update <info@umbrellanet.ch>
Sent: Thursday, 14th May 2020 10:40
To: Knowledge Base <notifications@knowledgebase.ch>
Subject: Umbrella Faces - Update of profile Sherlock Holmes

Dear Knowledge team

The profile of Sherlock Holmes (Sherlock-Holmes) has been updated. Please find below the list of changes.

Field	Old value	New value
Sherlock Holmes		
Middle name as in Passport	-	Scott
Date of birth	-	06.01.1983
Seat Request	-	W

Your Tenzing Profile Caretaker

<https://hurricane.umbrellanet.ch/uf-test>

2.

From: Umbrella Faces <info@umbrellanet.ch>
Sent: Wednesday, 13th May 2020 08:19
To: Knowledge Base <notifications@knowledgebase.ch>
Subject: Umbrella Faces failed to process incoming Cytric profile

Action required

While Umbrella Faces was processing an incoming Cytric profile update, there was a problem:

There is no company mapped to location/division Knowledge Base Ltd. for profile Sherlock-Holmes.

<https://hurricane.umbrellanet.ch/uf-test>

You can configure what address receives this notification in your agency settings.