1. Configuring Email Intelligence in Qargo.

Set up linked mailboxes in a Qargo tenant, including individual and shared mailboxes, and distribution lists.

Updated February 4, 2026

This article explains how to configure Qargo to send emails from a company's own domain/mailbox instead of *no-reply@qargo.com*. Once the mailbox is linked, the system automatically detects it when completing email tasks. It then sends the emails from that mailbox. A mailbox can only be linked to one tenant at a time.

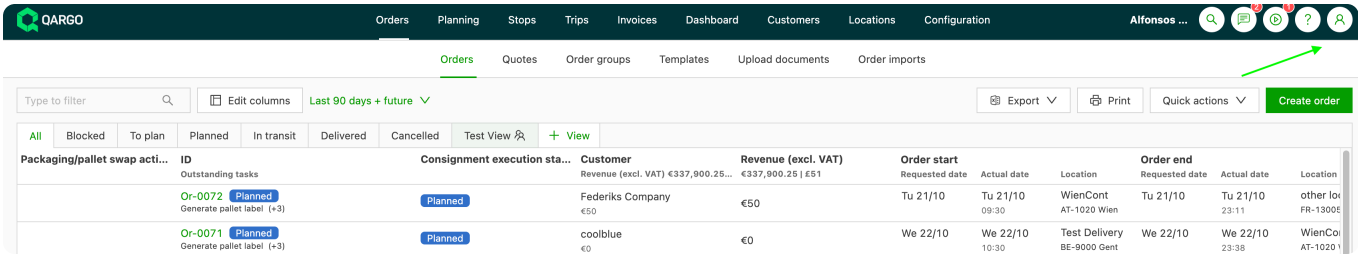
The configuration differs depending on the type of mailbox in use. Click the relevant mailbox type for more details.

- Individual (normal) mailboxes
- Shared mailboxes – connect directly
- Shared mailboxes – with forwarding
- Distribution lists

Note: This feature is **not** available with Gmail email addresses. As of January 2025, Google is making changes that may impact existing email connections. More information is available here.

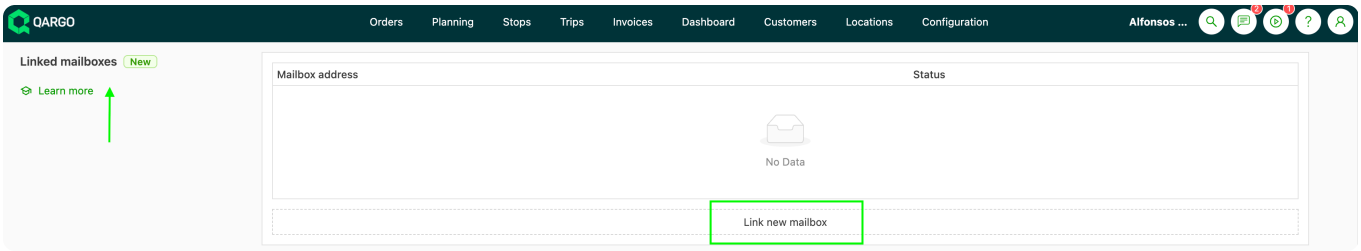
Individual mailbox.

1. Go to ***User Settings*** in the user configuration section.

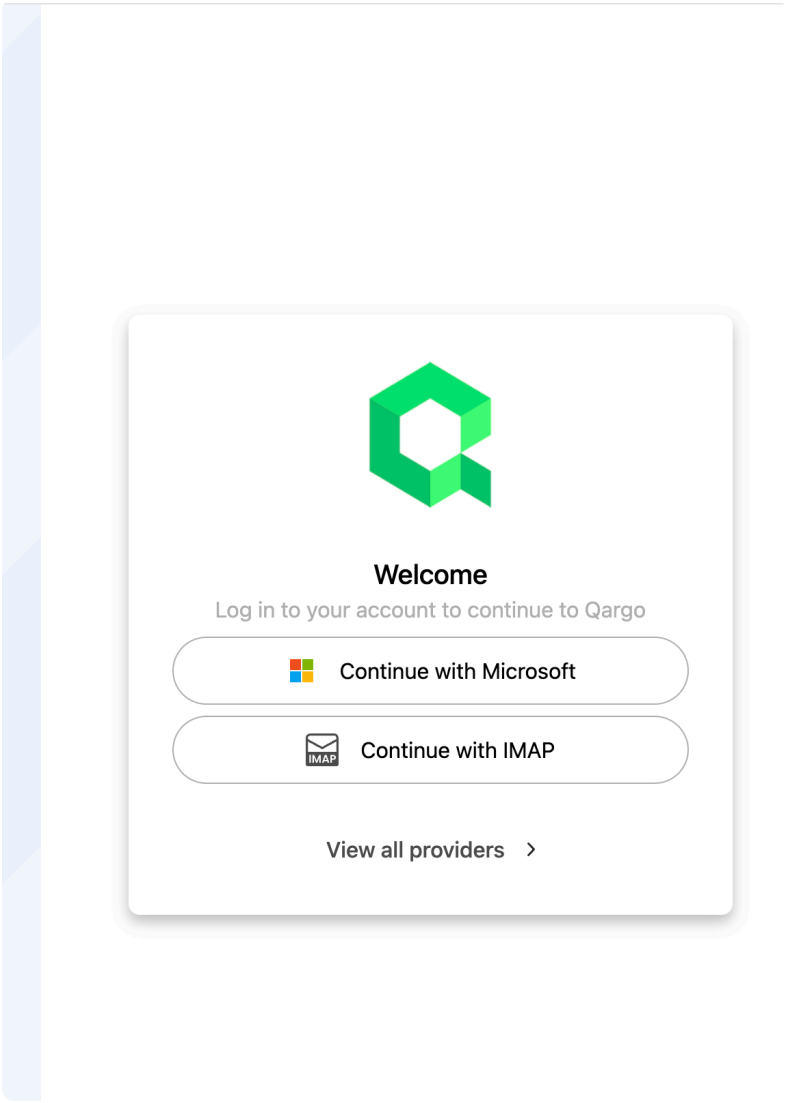


2. Go to ***Linked Mailboxes***.

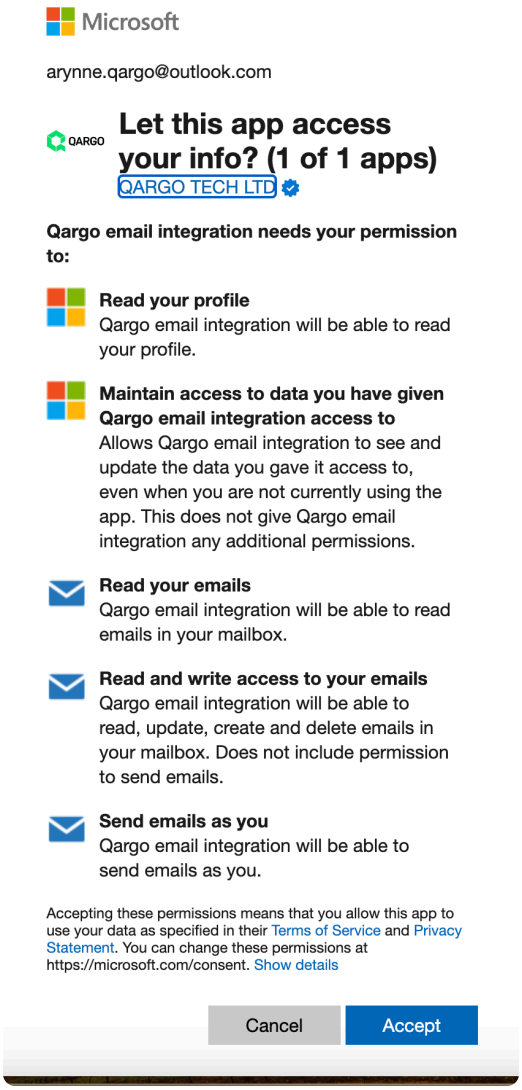
3. Click ***Link New Mailbox***.



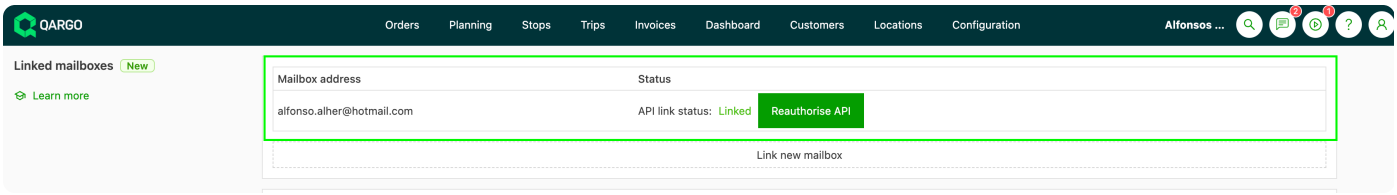
4. Qargo then asks for the email address to add. Currently, only ***Microsoft 365/Exchange (Outlook)*** mailboxes can be linked (not *Gmail*).



5. Confirm any permissions required by the email provider. This authorizes the Qargo API to use the mailbox. A login screen may appear and ask for credentials.



Once authorized, the user is redirected back to Qargo, and the email address appears in Linked Mailboxes. The ***API Link Status*** should be highlighted green: 'Linked'.



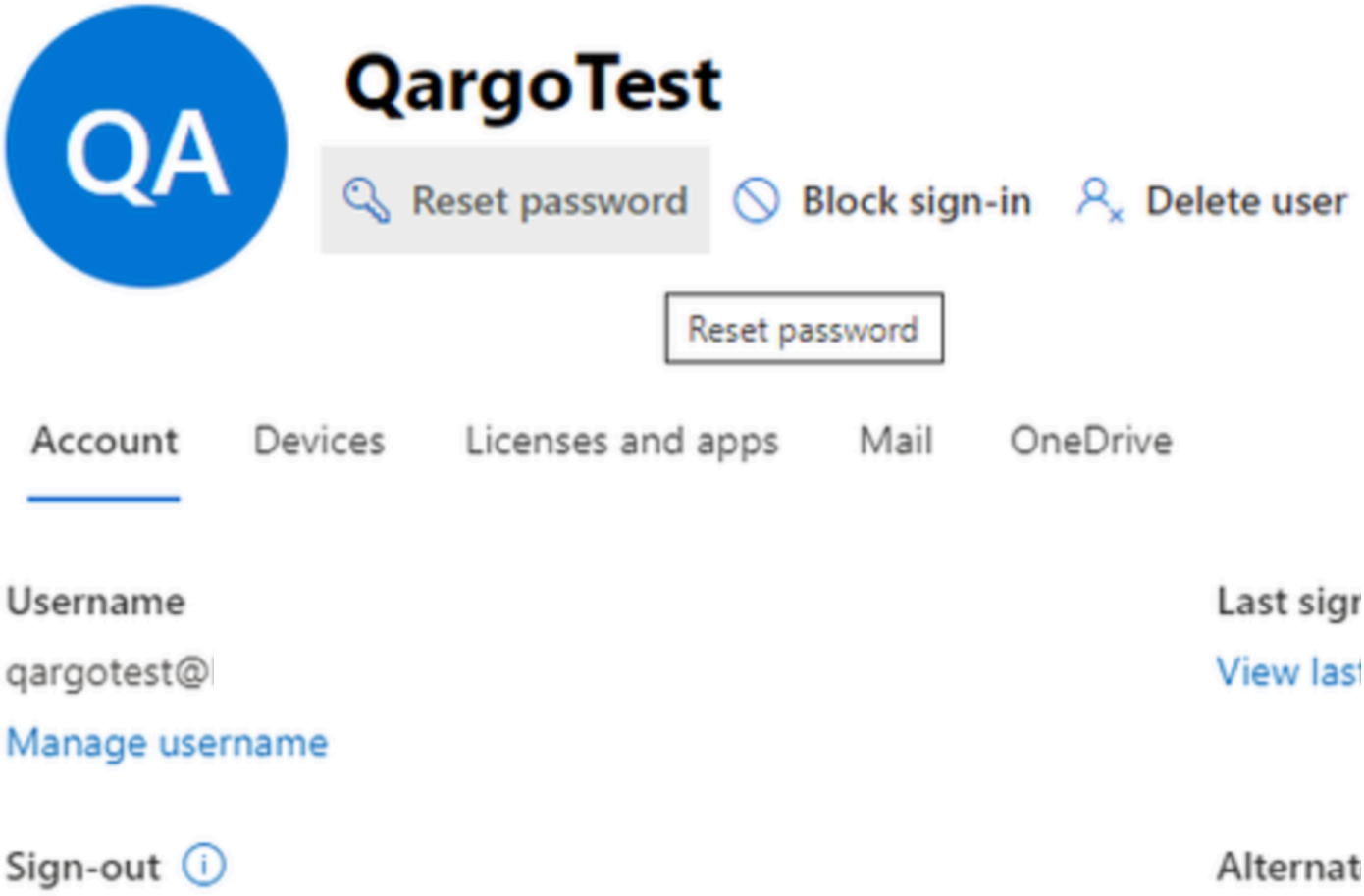
Congratulations! The mailbox is now linked to work with Qargo.

Next steps:

Verify the email configuration for tasks. Click here.
Download the Outlook extension. Click here.
Create and link orders from emails. Click here.

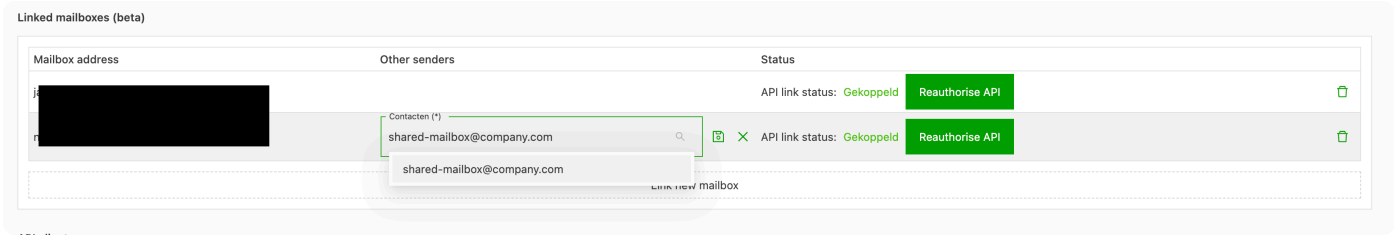
Shared mailbox: connect directly

1.) Follow the steps above to **link** the new mailbox.
2.) Create a password for the shared mailbox by clicking the reset password button.



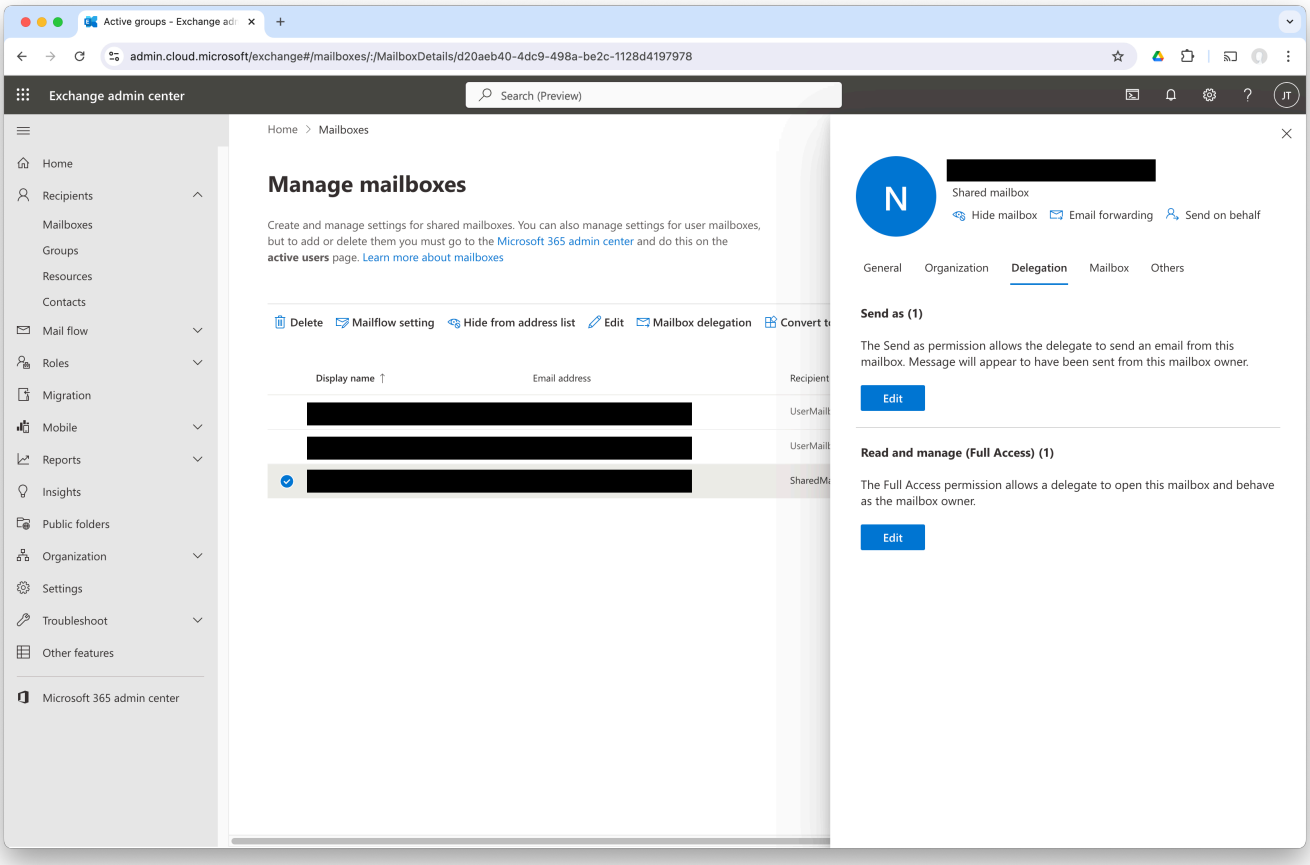


Link the mailbox in Qargo:



To send emails from addresses other than the shared mailbox address, an update is needed in **Exchange admin console > shared mailbox settings.**

Select `Delegation`, click edit for 'send as', and add the mailbox to use as a sender.

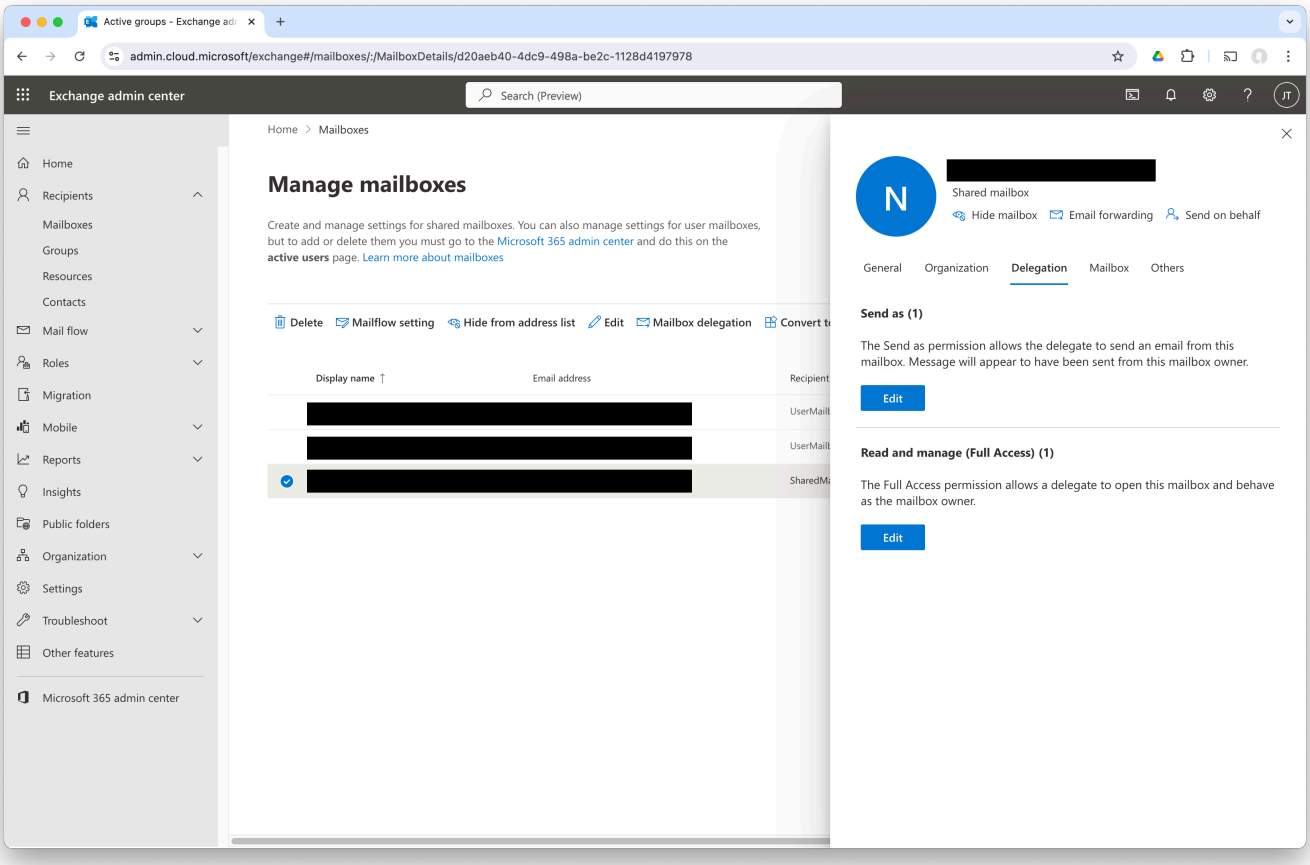


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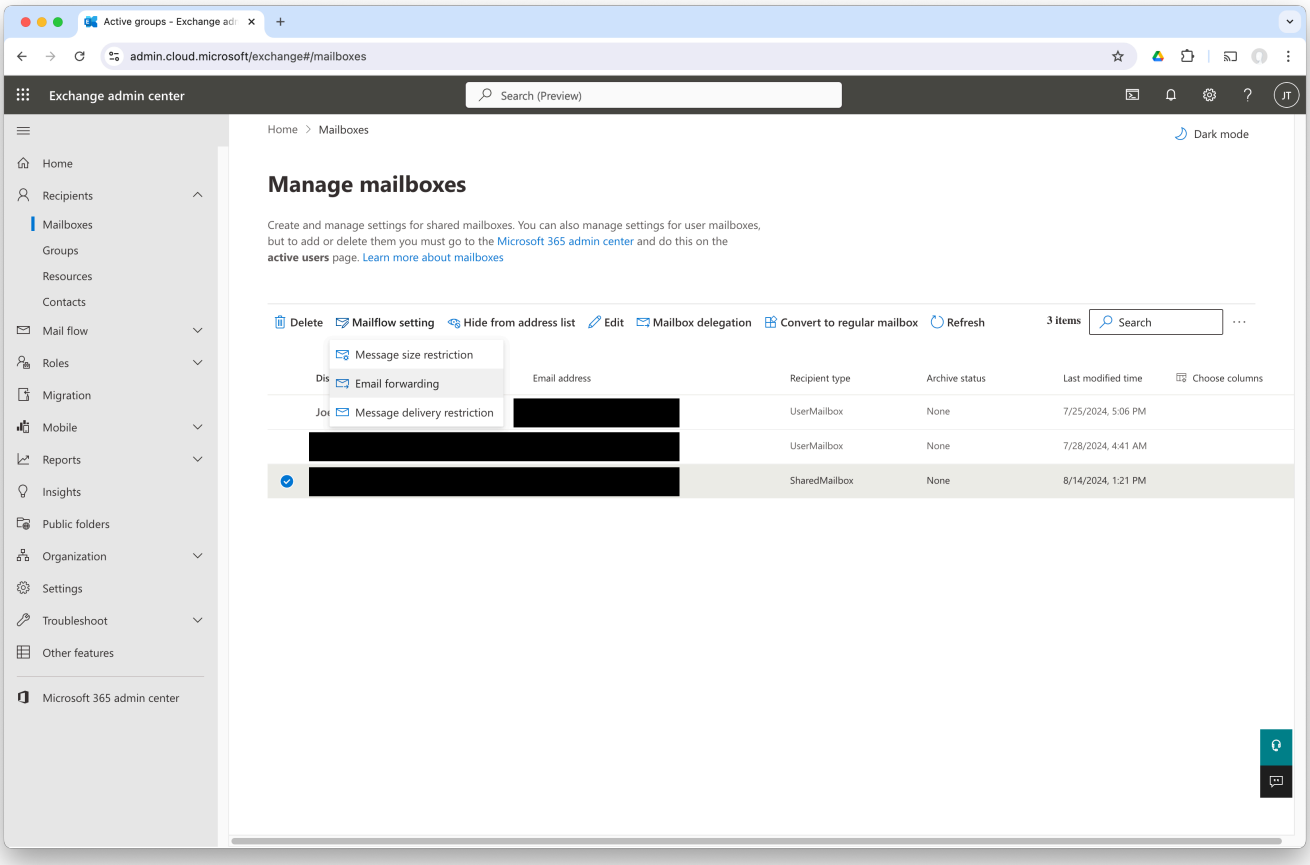
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Shared mailbox: work with forwarding

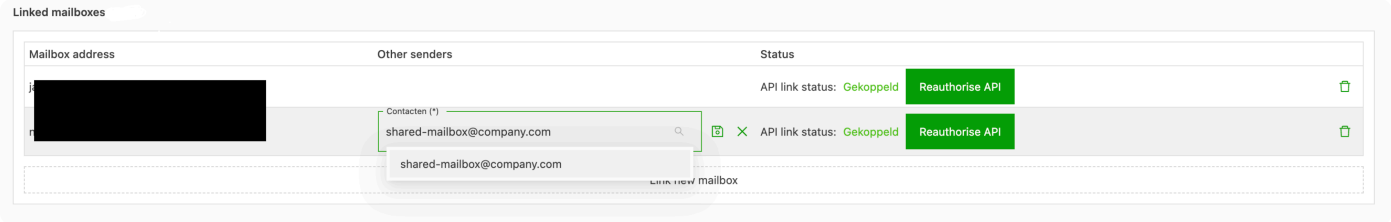
To avoid connecting directly to a shared mailbox, set up an individual mailbox to link with Qargo.
Go to the shared mailbox settings in the ***Exchange admin console***. Select `Delegation`, click edit for 'send as', and add the mailbox as a sender.



Also make sure incoming emails to the shared mailbox are forwarded to the individual mailbox:



Click `Mailflow settings`, then `Email forwarding`. Enable forwarding and click `Search email` under `Forward to internal email address`. Select the mailbox.



In Qargo, add the shared mailbox email address to `Other senders` and click the save button.

> The individual mailbox is required, but the recipient won't see it anywhere. Emails appear to have been sent from the shared mailbox.

> **Congratulations! The mailbox is now linked to work with Qargo.**

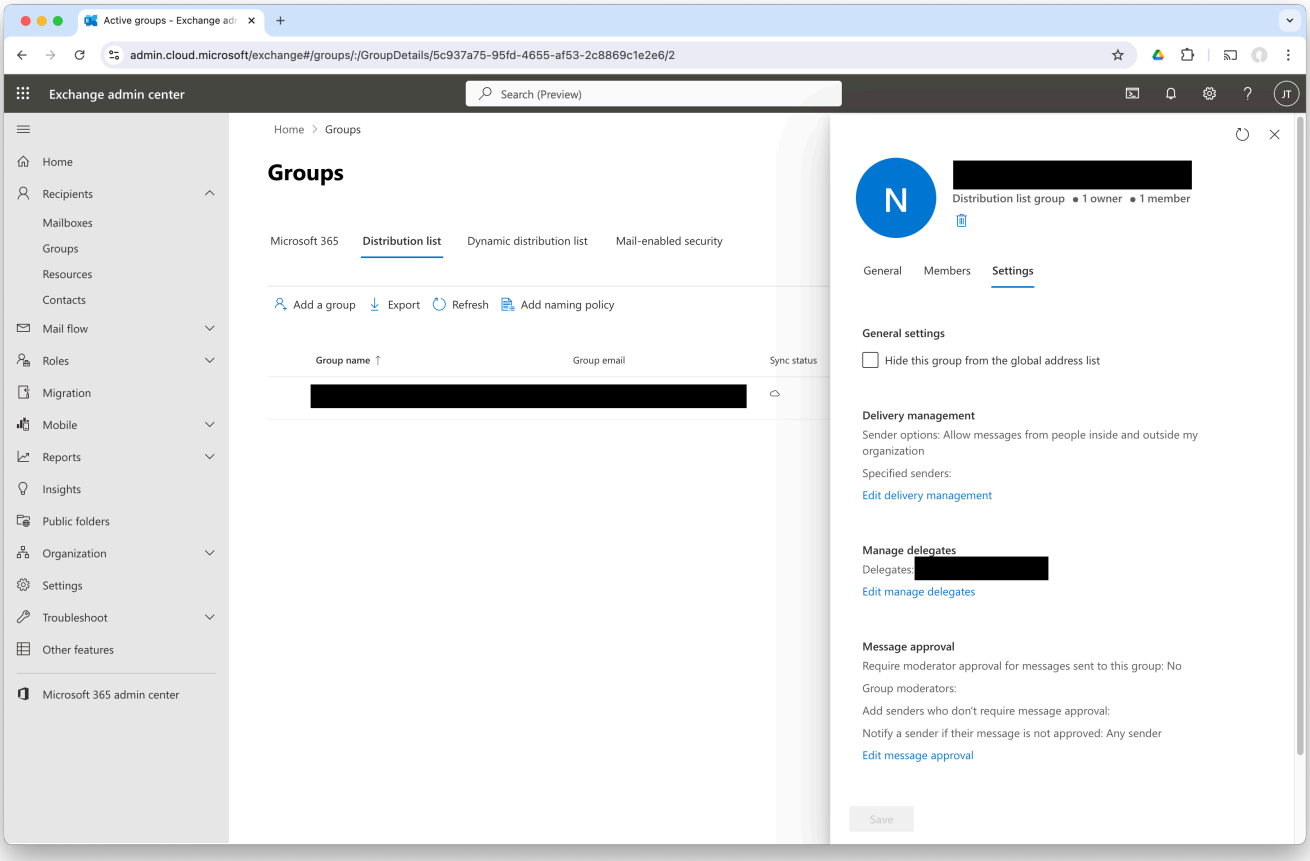
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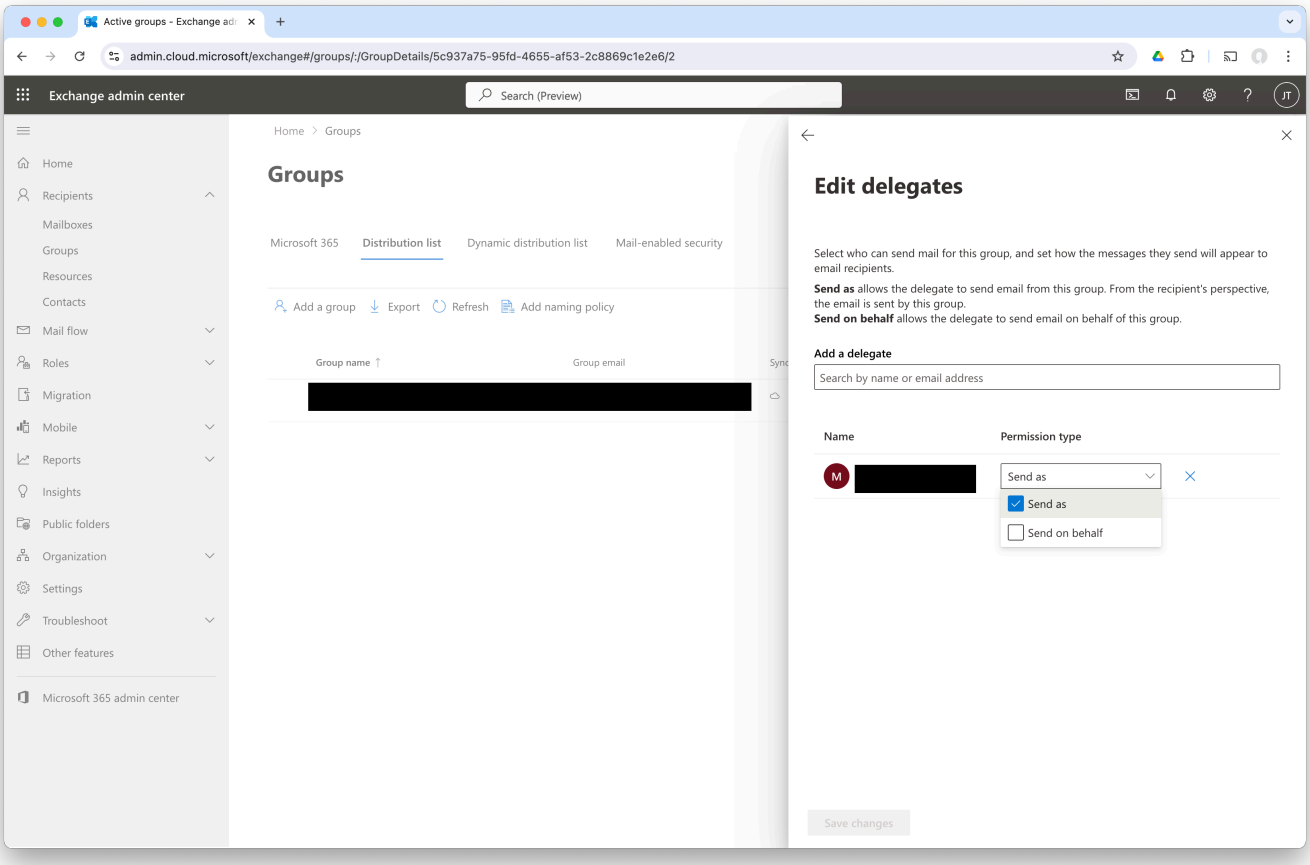
Distribution list

A distribution list can’t be connected directly to Qargo. An update is needed in the Exchange admin center first.

Connect an individual mailbox and make sure it is a member of the distribution list.

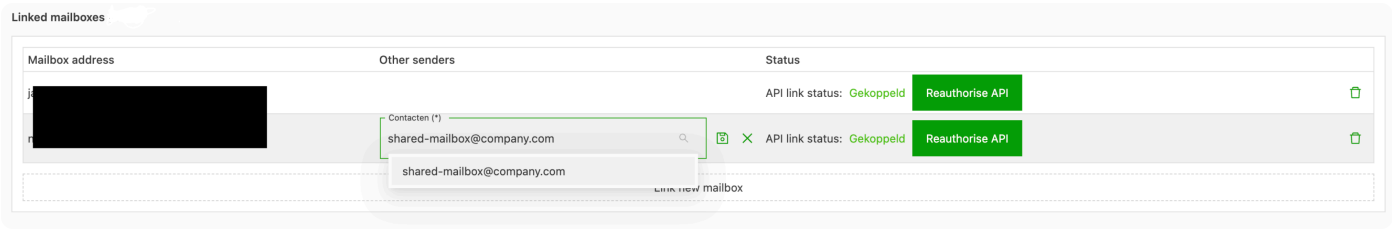


Go to the `Settings` tab and click `Edit manage delegates`. Search for the individual mailbox and make sure it has `Send as` permissions.



Follow the steps above to connect the new individual mailbox in Qargo.

Add the distribution list email address to `Other senders` and click the save button



The individual mailbox is required, but the recipient won't see it anywhere. Emails appear to have been sent from the shared mailbox.

Congratulations! The mailbox is now linked to work with Qargo.

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