Ensuring Seamless Email Connection to Tipalti

To avoid issues like login problems or frequent disconnections, work with your IT team to adjust your company's email settings to ensure your email system connects smoothly to Tipalti.

Enable Email Retrieval (IMAP Protocol)

Make sure your mail server uses the IMAP system. This helps Tipalti pick up emails from your inbox.

Authenticate Securely (SSO)

Tipalti uses a secure login method called Single Sign-On (SSO) instead of the older IMAP login. Your IT team should set this up with tokens.

Instant Email Alerts (IMAP Events)

Tipalti looks for signals when new emails arrive to check your inbox immediately. If Tipalti doesn't get a signal in 3 hours, Tipalti will check your inbox automatically.

Set Token Lifetimes

SSO tokens must last long enough to keep the connection running smoothly. You can choose how long they last, and it may be easier to set them so they don't expire. To avoid interruptions, make sure the SSO token lasts longer than Tipalti's scheduled check-ins.

Check Email Settings

Make sure the main inbox is where new emails arrive. Try not to use filters or folders that might hide emails.

If there are any problems accessing emails, revisit your email settings and involve your IT team to fix any issues. To ensure reliable performance, check that IMAP is enabled for picking up emails, use SSO for secure login with well-configured tokens, and organize your emails without disrupting the service.