SMTP Senpai: user guide

Module version 1.0.1. This guide explains how to install, configure and use the module, and what to do when something does not work.

SMTP Senpai sends the emails of your shop (order confirmations, account emails, password resets, contact form, alerts) through SMTP Senpai by MailSenpai, an SMTP relay and REST email API hosted in the European Union.

SMTP Senpai is made by MailSenpai, the EU email marketing platform (newsletters, automations, AI assistant): https://en.mailsenpai.com/

1. Compatibility and requirements

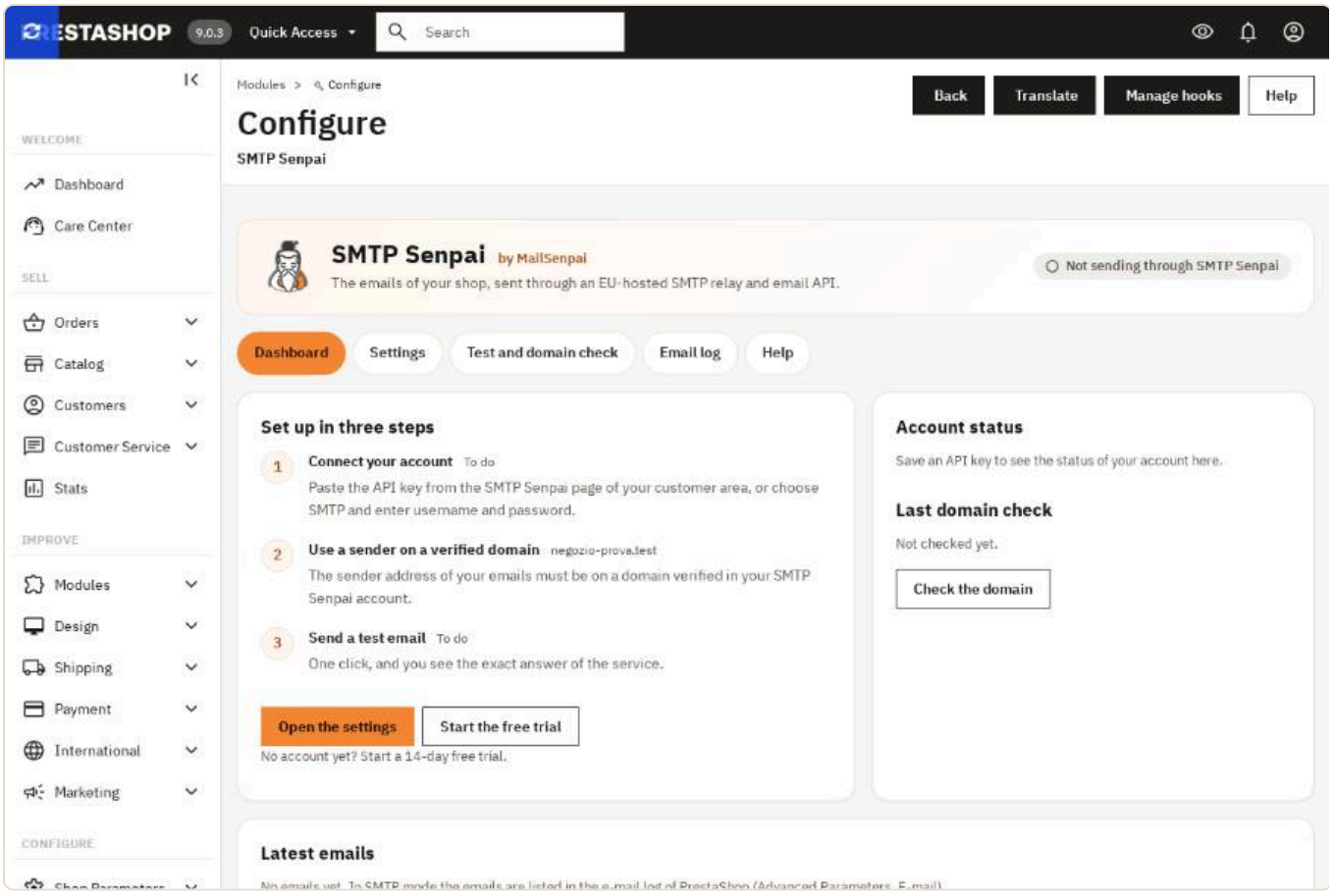
What	Requirement
PrestaShop	1.7.6 to 9.x
PHP	7.1 or later, with the cURL extension. PrestaShop 9 itself needs PHP 8.1 or later.
Account	An SMTP Senpai account. A 14-day free trial is available.
License key	None. The module is free and has no paid features. You only need the API key (or the SMTP username and password) of your SMTP Senpai account.
Overrides	None. No core file is changed.

Tested on PrestaShop 9.0.3 and 8.2.8.

2. Installation

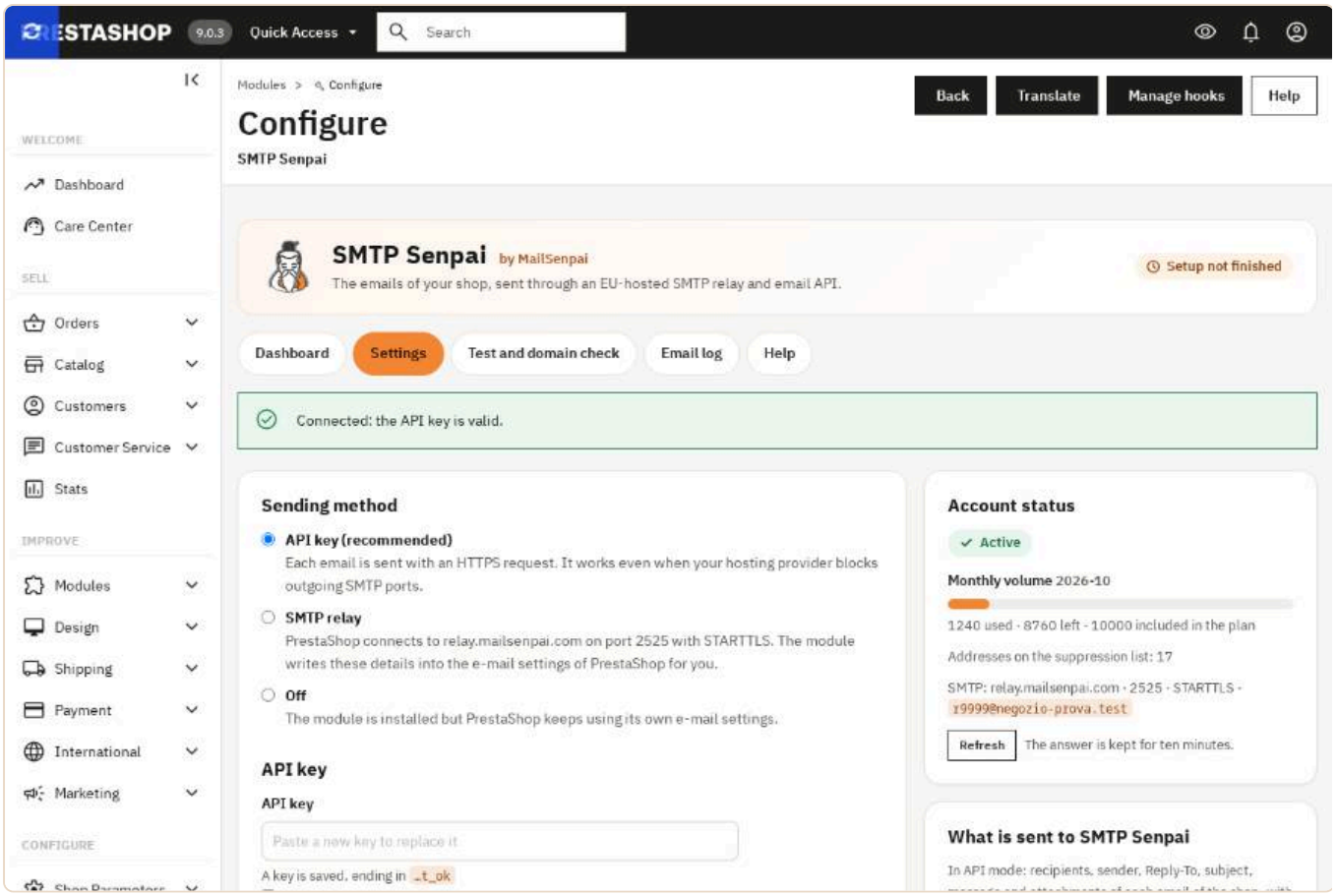
1. In the back office open **Modules > Module Manager**.
2. Click **Upload a module** and choose the zip file of the module.
3. When the upload is finished, click **Configure**.

The module opens on its **Dashboard**, which lists the three steps of the setup. Until you complete them, PrestaShop keeps using its own e-mail settings and the module contacts no external service.



3. Configuration

Open the **Settings** tab.



3.1 Sending method

Choose one of the two methods.

API key (recommended). Each email is sent with an HTTPS request to the SMTP Senpai API. It works even when your hosting provider blocks outgoing SMTP ports.

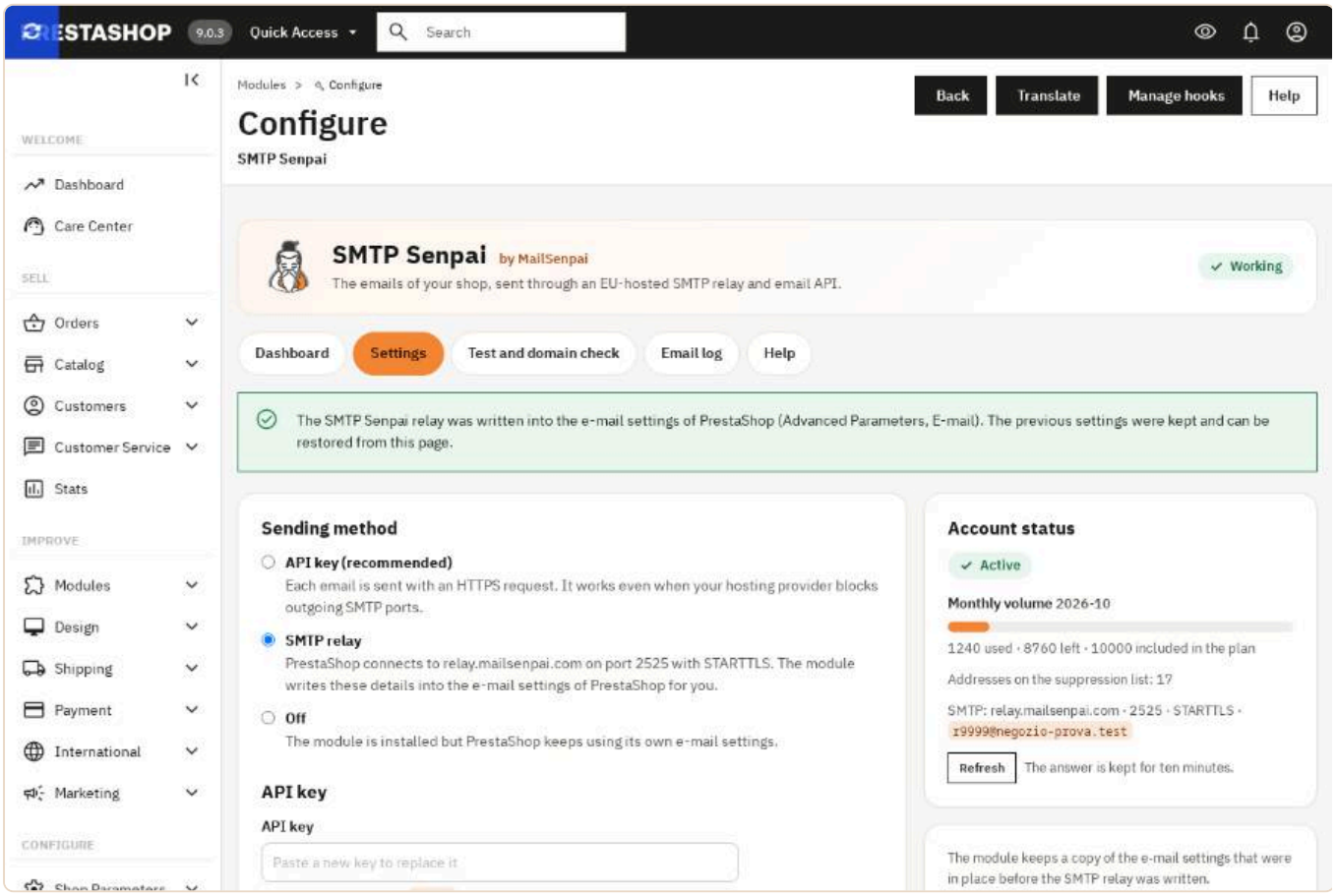
1. Open the SMTP Senpai page of your MailSenpai customer area and copy the API key. It starts with `msp_`.
2. Paste it in the **API key** field and click **Save**.
3. The module checks the key at once and shows the status of your account on the side.

The key is stored encrypted in the configuration of the shop. It is never shown again in full: you only see its last four characters. To replace it, paste a new one. To remove it, tick **Delete the saved key**.

SMTP relay. PrestaShop connects to `relay.mailsenpai.com` on port 2525 with STARTTLS and sends with its own mailer.

1. Copy the SMTP username and password from the same page of the customer area.
2. Enter them in the module and click **Save**.
3. The module writes the relay details into **Advanced Parameters > E-mail** for you and keeps a copy of the previous settings. You can put them back at any time with **Restore the previous**

e-mail settings of PrestaShop.



3.2 Sender

The sender address must be on a domain verified in your SMTP Senpai account (subdomains are accepted).

- Leave **Sender address** empty to use the email address of the shop.
- Or enter an address and a name, and tick **Use this sender for every email** if every email of the shop must leave with that sender.

3.3 Fallback

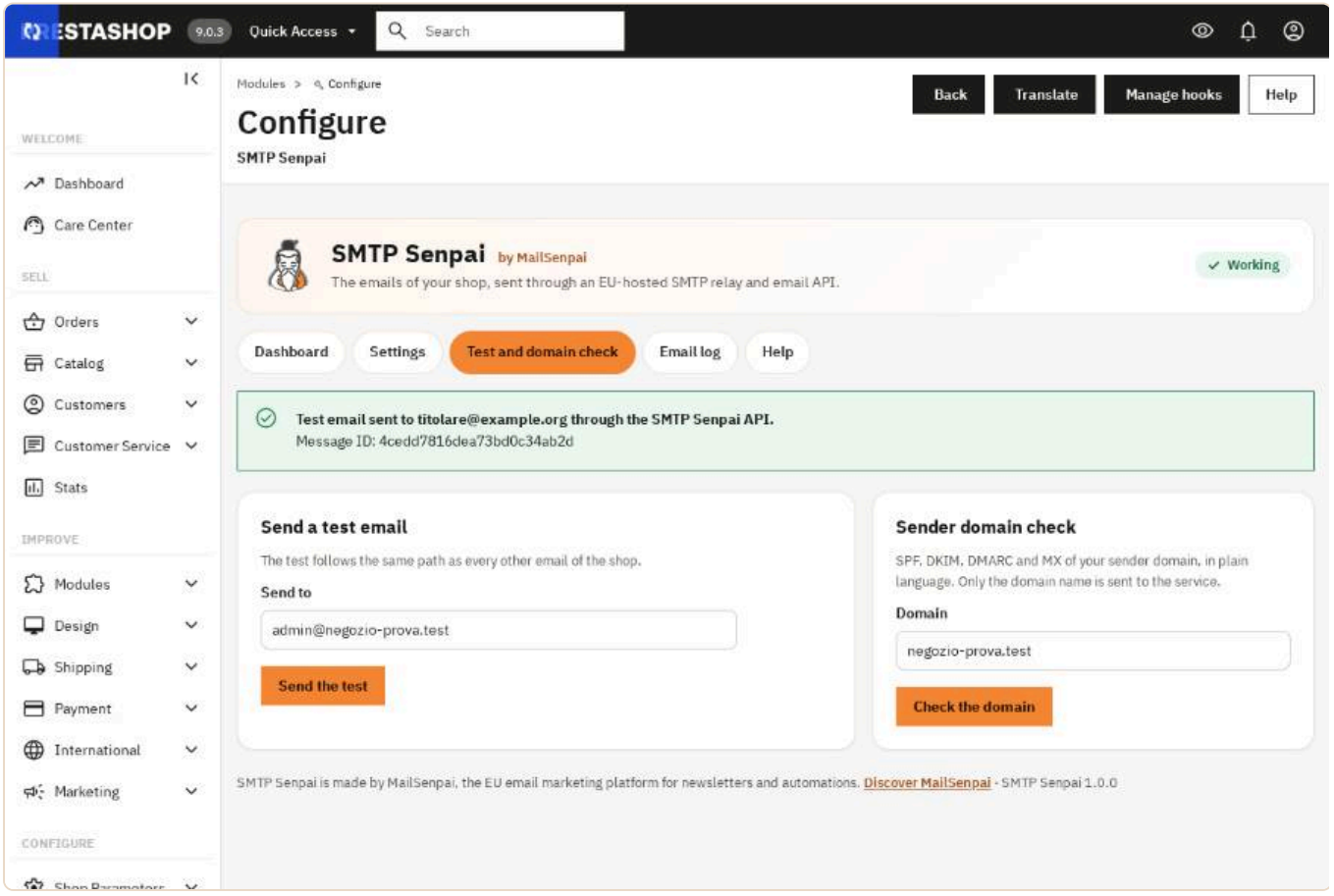
If the API cannot accept an email, let PrestaShop send it with its own e-mail settings. This option is off by default. When it is on, an email that the API cannot accept is handed to the e-mail settings of PrestaShop. Addresses on your suppression list are never retried.

3.4 Email log options

- **Keep the log for** 7, 14 or 30 days. Older entries are deleted automatically.
- **Privacy mode** masks the addresses and does not store the subjects.

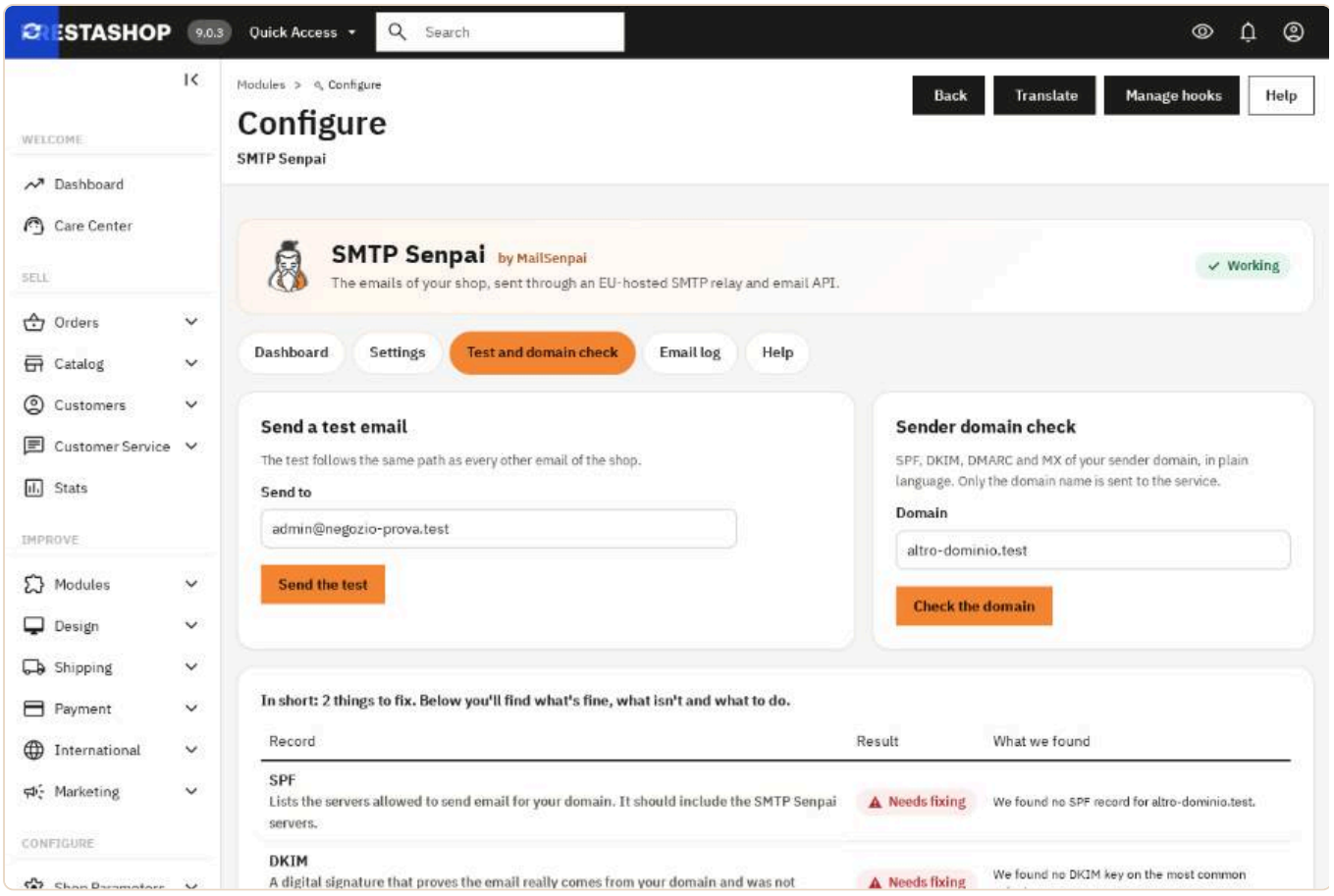
4. Test email and sender domain check

Open the **Test and domain check** tab.



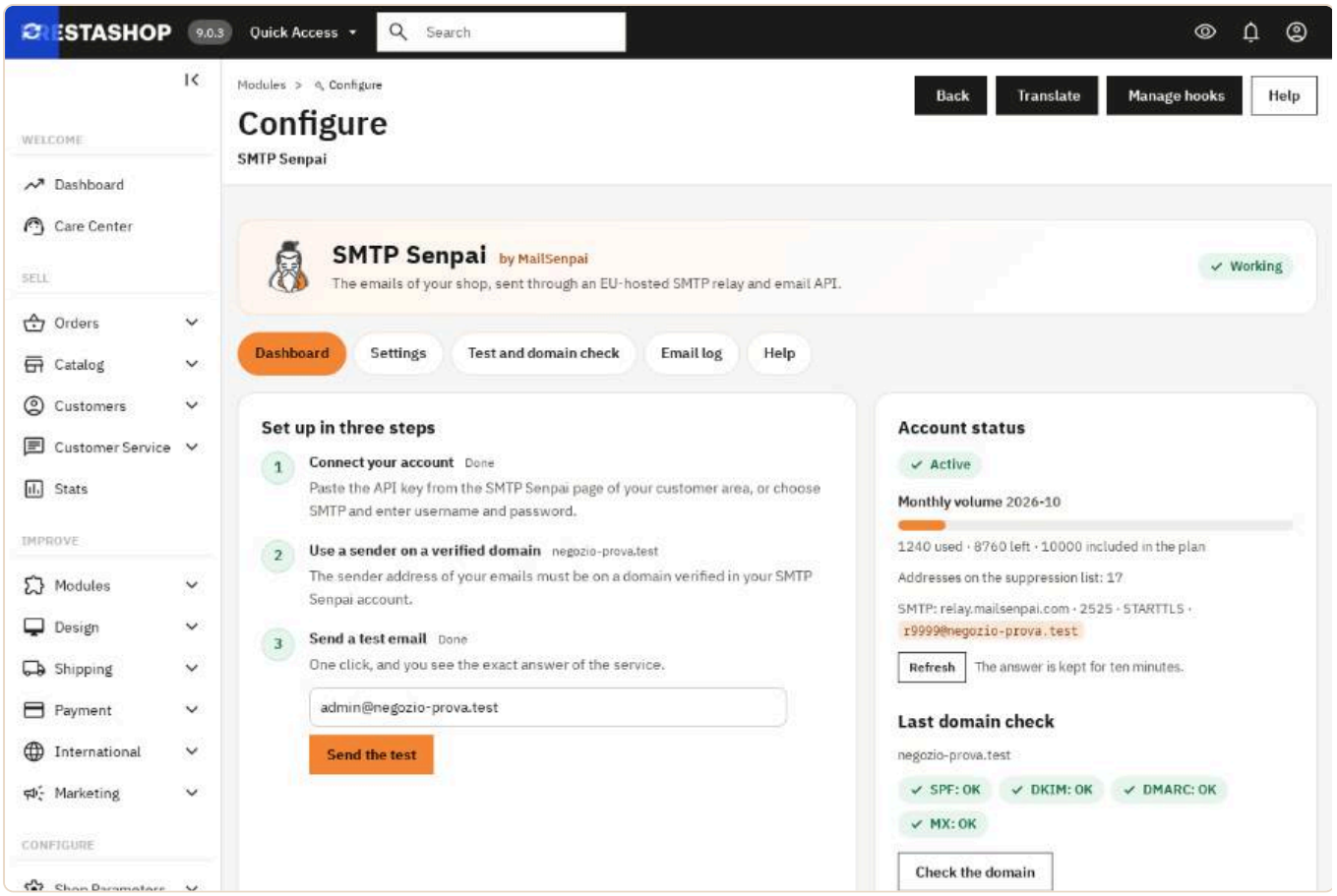
Send a test email. Enter an address and click the button. The test follows the same path as every other email of the shop. If something is wrong, you see the exact answer of the service.

Check the domain. The module checks SPF, DKIM, DMARC and MX of your sender domain and explains the result in plain language: what was found and what to do.

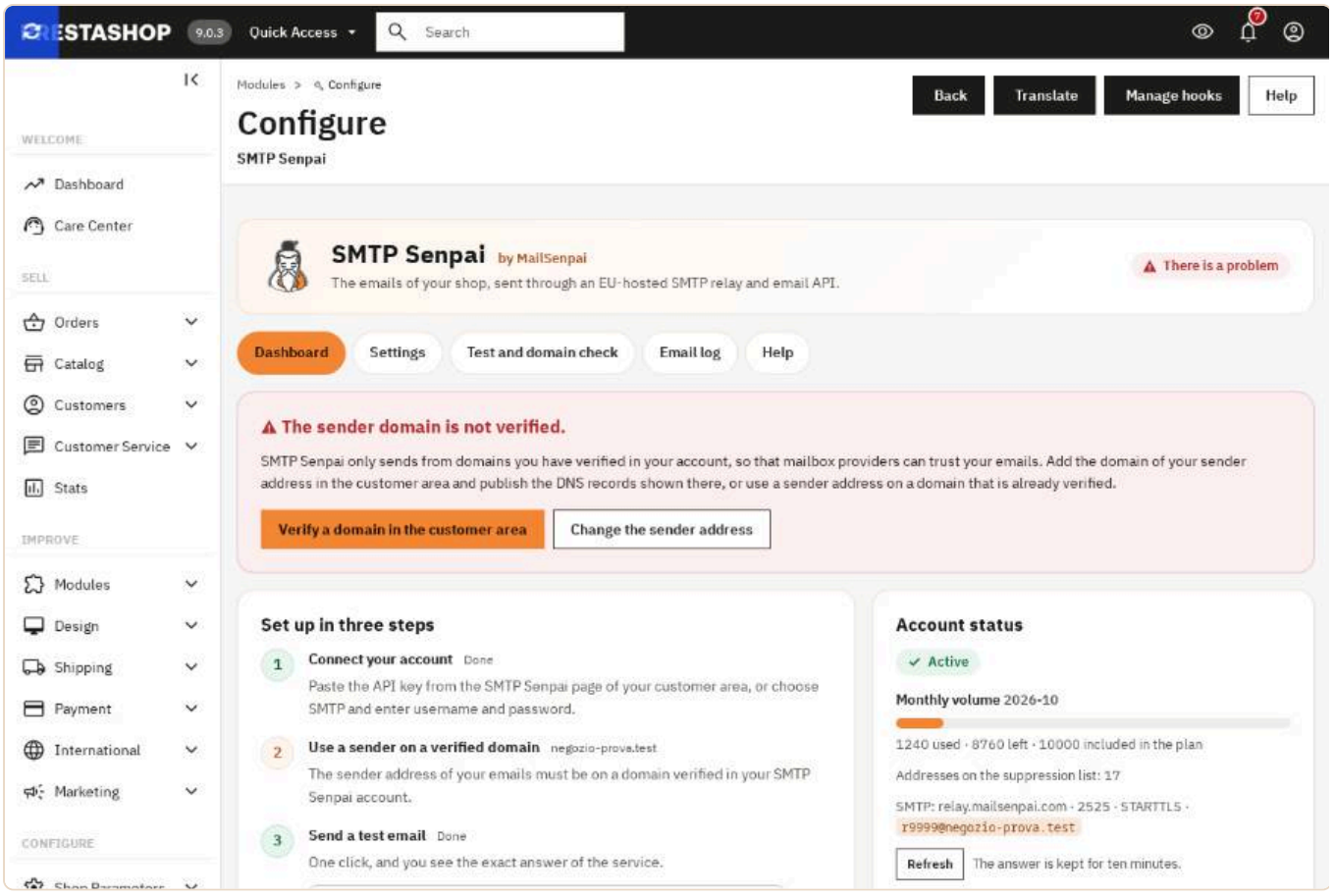


5. Dashboard and account status

The **Dashboard** shows whether the shop is sending through SMTP Senpai, the state of your account, the emails included, used and left this month, the result of the last domain check and the latest emails. The account status is kept for ten minutes. Click **Refresh** to read it again.



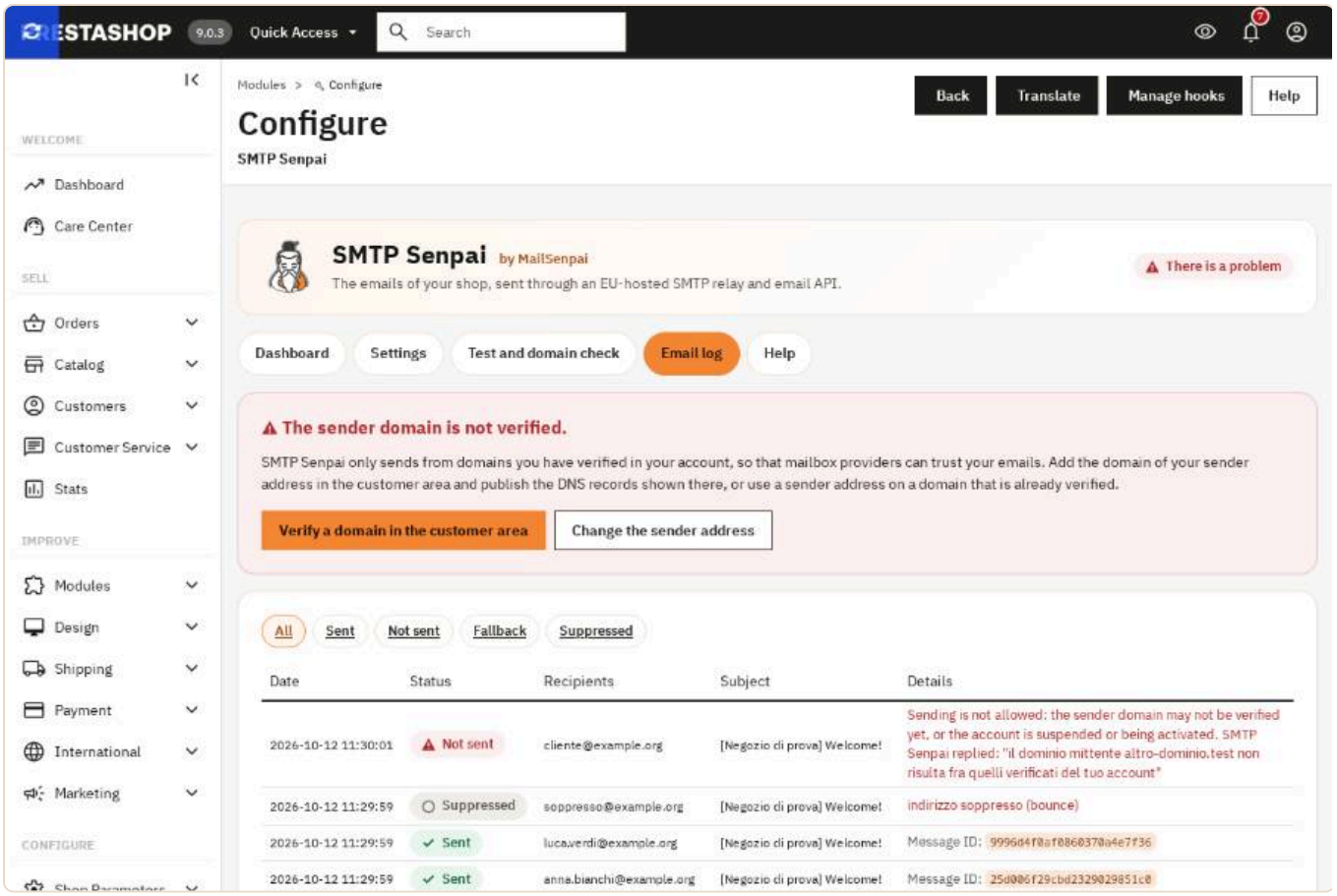
When there is a problem, the Dashboard explains it in plain words and gives you the link to fix it.



6. Email log

The **Email log** tab lists the emails sent through the API: date, result, recipients, subject, message ID and error. You can filter by result. Message bodies and attachments are never stored.

In SMTP relay mode the emails are listed in the e-mail log of PrestaShop (**Advanced Parameters > E-mail**).



7. What is sent to SMTP Senpai, and when

The module connects only to services operated by MailSenpai. Nothing is sent until you configure the module.

Service	When	What is sent
`app.mailsenpai.com/relay/v1/invio`	In API mode, every time the shop sends an email	Recipients, sender address and name, Reply-To, subject, message, attachments, your API key. The request carries the module and PrestaShop versions, not the address of your shop.
`app.mailsenpai.com/relay/v1/stato`	When you save a key, open the Dashboard or the Settings page, or click Refresh	Your API key
`app.mailsenpai.com/tools/dns-check`	When you click Check the domain	The domain name you typed and the language of the answer. No key, no personal data.

Service	When	What is sent
`relay.mailsenpai.com`, port 2525	In SMTP mode, every time the shop sends an email	The email, with your SMTP username and password, over an encrypted connection

The module has no tracking, no statistics, no advertising and loads no external scripts or fonts.

Personal data

The emails of your shop contain personal data of your customers (email address, name, order details). In API mode and in SMTP mode they are handed to SMTP Senpai, which delivers them on your behalf from servers in the European Union. You remain responsible for the emails your shop sends. Mention the email delivery service in your own privacy notice where the law requires it.

On your shop the module stores only its settings and the email log described above. Recipients and subjects stay in the log for the number of days you choose, and privacy mode masks the addresses and drops the subjects.

8. Good to know

- **Cc and Bcc in API mode.** The API sends every recipient (To and Bcc together, up to 50 per email) an individual copy, so the other addresses are never shown. If you need classic Bcc behaviour, use the SMTP relay mode.
- **Shop logo in API mode.** PrestaShop normally embeds the logo in the email. The API has no inline images, so the logo is linked with its public address instead.
- **Attachments in API mode.** Up to 10 files and 10 MB in total per email.
- **Other modules.** In API mode the hooks `sendMailAlterTemplateVars`, `actionEmailAddBeforeContent`, `actionEmailAddAfterContent` and `actionGetExtraMailTemplateVars` run as usual. `actionMailAlterMessageBeforeSend` does not run, because it hands other modules the mailer object of the core, which is not used in API mode. If one of your modules depends on it, use the SMTP relay mode.
- **Emails sent outside the mail function of PrestaShop.** A module that talks to its own mailer directly is not affected.
- **Emails turned off.** If emails are disabled in Advanced Parameters > E-mail, the module respects that choice and sends nothing.
- **Multistore.** Settings follow the shop context of the back office, like the native e-mail settings.

9. Troubleshooting

The **Help** tab of the module lists the same cases.

What you see	What to do
The sender domain is not verified.	Add the domain of your sender address in the customer area and publish the DNS records shown there, or use a sender address on a domain that is already verified.
The domain is verified, but its signature is not active yet.	Without the digital signature (DKIM) the large mailbox providers refuse the emails, so the domain cannot be used as a sender yet. Contact us and we will turn it on, or use a sender on a domain that is already active.
The API key is not valid.	Copy the key again from the SMTP Senpai page of the customer area and paste it in the Settings.
The account is suspended.	Sending is paused, usually because of a payment problem or because the plan has ended. Check your plan in the customer area: as soon as it is active again, emails go out as usual.
The account is being activated.	The account is still being prepared. It usually takes a few minutes: try again shortly.
The monthly volume is used up.	All the emails included in your plan for this month have been sent. Increase the plan or turn on sending continuity in the customer area. Otherwise sending starts again next month.
Your shop cannot reach SMTP Senpai.	It is often temporary: try again in a few minutes. If it goes on, ask your hosting provider to allow outgoing connections to `app.mailsenpai.com` (HTTPS) or `relay.mailsenpai.com` (port 2525). If outgoing SMTP ports are blocked, use the API key method: it works over HTTPS.
Emails arrive, but in the spam folder.	Check the sender domain: SPF, DKIM and DMARC must be in place and point to SMTP Senpai. Use a real sender address of your shop and a clear subject.

10. Uninstalling

Open **Modules > Module Manager**, find SMTP Senpai and choose **Uninstall**. The module removes its settings and its log table. If the SMTP relay was written into the e-mail settings of PrestaShop, the previous settings are restored.

11. Frequently asked questions

Do I need an SMTP Senpai account? Yes. Until the module is configured, PrestaShop keeps using its own e-mail settings.

Is the module free? Yes. The module is free and has no paid features. The email delivery service is a paid service with a 14-day free trial.

Where do I find the API key? In the MailSenpai customer area, on the SMTP Senpai page. It starts with `msp_`.

Which sender address can I use? An address on a domain verified in your SMTP Senpai account. If an email uses a different domain, the API answers with an error that you see in the email log and in the test result.

What happens if the API cannot be reached? The email is not sent and the error is written in the email log of the module and in the PrestaShop logs. If you turn on the fallback, the email is handed to the e-mail settings of PrestaShop instead.

Does the module change core files or install overrides? No.

Does the module track me or my customers? No.

Which languages does the module speak? English and Italian.

12. Support

If you got the module from the PrestaShop Marketplace, contact us from the product page of the module: we answer in English and Italian. Otherwise write to us from the contact page of our website.

13. Useful addresses

- SMTP Senpai: https://en.mailsenpai.com/smtp-senpai/
- API key and SMTP credentials: https://app.mailsenpai.com/customer/relay-smtp
- Sender domains: https://app.mailsenpai.com/customer/sending-domains/index
- Free trial: https://app.mailsenpai.com/checkout/en?relay=1&prova=1&mesi=12&volume=10
- Terms: https://en.mailsenpai.com/tc/
- Privacy: https://en.mailsenpai.com/privacy-policy/
- Contact page: https://en.mailsenpai.com/contact-us/
- MailSenpai, the email marketing platform by the same team: https://en.mailsenpai.com/

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