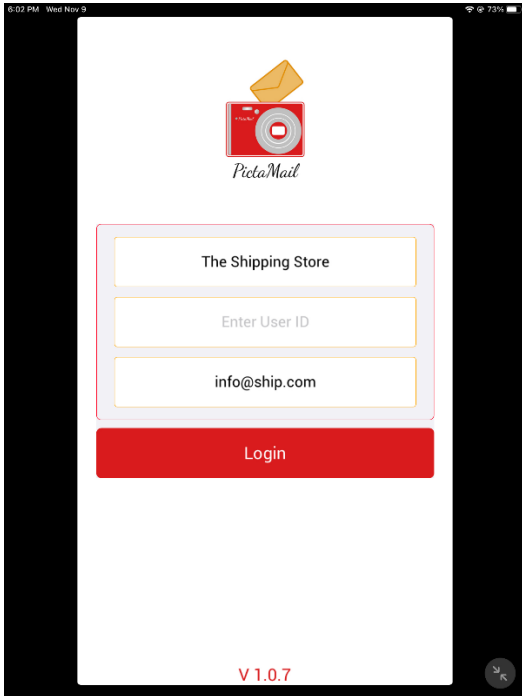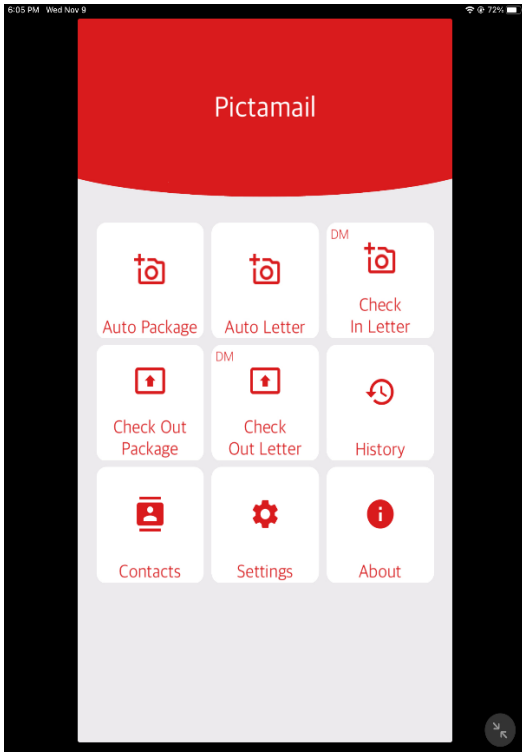# PictaMail User Guide

USER GUIDE

PictaMail application is built to be user friendly and intuitive. The following screen shots of the application will help you navigate PictaMail. In the following image "user ID" row will need to be populated with the provided license number.

Login Screen

Main Application Home screen

Auto Package and Auto Letter buttons are used to check in packages and letters respectively. "Check-in" Letter and "Check Out Letter" buttons are only used if you want to setup your own digital mailbox service. For physical mailboxes letters you will not use these buttons.

History button will show when the packages were checked out along with how long the packages stayed in the store. This history can be exported to an excel sheet.

Settings should be auto populated but you can update any of entries in this screen

Settings Screen
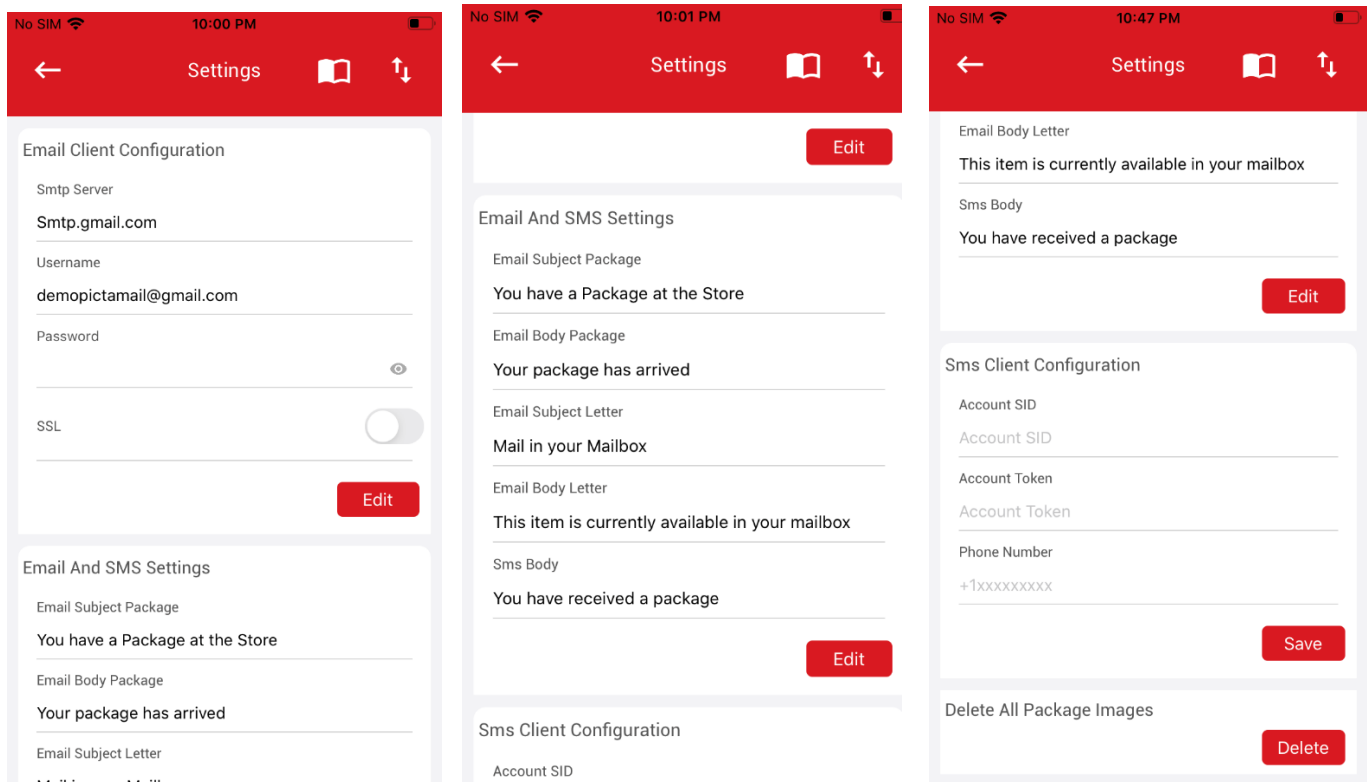
PictaMail supports text messaging through "Twilio". SMS Client Configuration is obtained through creating a separate Twilio account. For Twilio account setup refer to "PictaMail Twilio Setup" document

Several Email Servers now support "Multi Factor Authentication". With MFA an "Application Password" will need to be generated which will need to be populated under Email configuration. For GMAIL/YAHOO Multifactor authentication refer to "Multifactor Authentication Setup" document

In the contacts area, you can either import the mailbox database or add individual users. To add exported database click on the "book" button at the top right corner of the screen. The Mailbox database needs to be in "csv" format. The database columns should match the following

	A	B	C	D	E	F
1	627	Hannah Vu	214-391-8509	hannah@gmail.com	Hannah Vu : Hannah Adams	
2	605	Antonia McCloud	214-392-8506	Antonia@gmail.com	Antonia McCloud	
3	623	Weston Winters	214-393-8507	Weston@gmail.com	Weston Winters	
4	650	Pricilla Gomez	214-394-8504	Pricilla@gmail.com	Pricilla Gomez	
5	697	Harold Dover	214-394-8502	Harold@gmail.com	Harold Dover	
6	645	Adam Noble	214-391-8103	Adam@gmail.com	Far and Beyond : Adam Noble	
7	606	Missy Furnes	214-384-8204	Missy@gmail.com	Missy Furnes	

Individual Mailbox customers can be added by clicking "+" sign
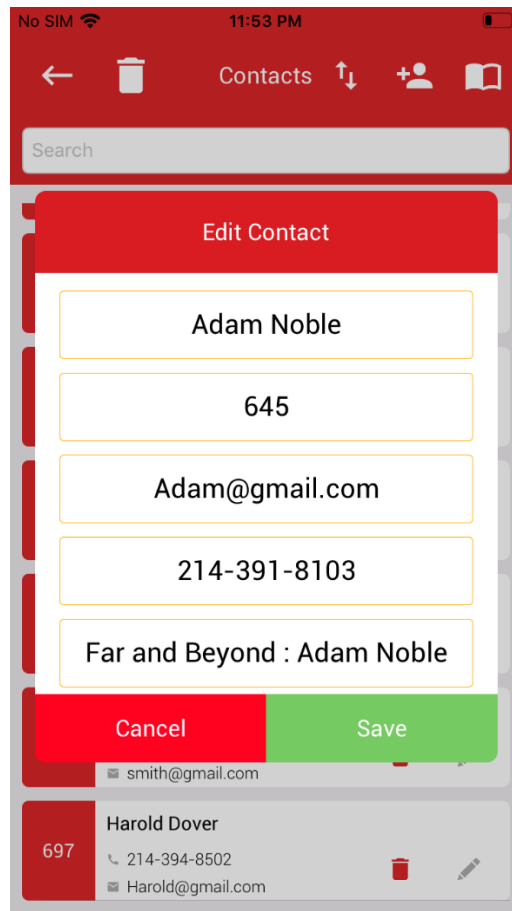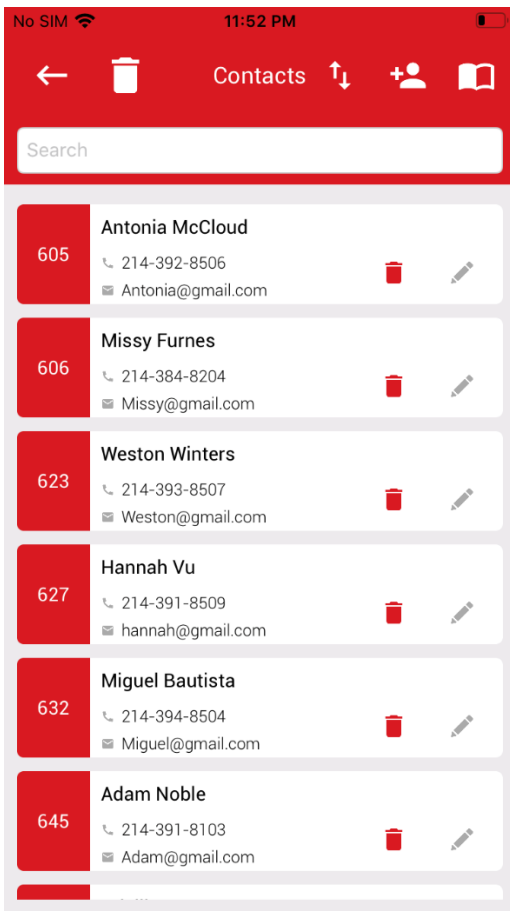
It is of the utmost importance that the fifth row is filled. Do not leave that empty. The OCR technology reads the information on this row. You can add multiple names here separated by a ":". Do not use any special characters in this row as this can make it difficult for the OCR to read.

The trash button deletes all the entries. The up and down arrow exports the contact file.

The button "Auto Packages" is used to check in packages without assigning the mailbox number to a package.

Click the "Camera" icon inside the Auto package area to take pictures of the labels on the packages and assign a category to the package
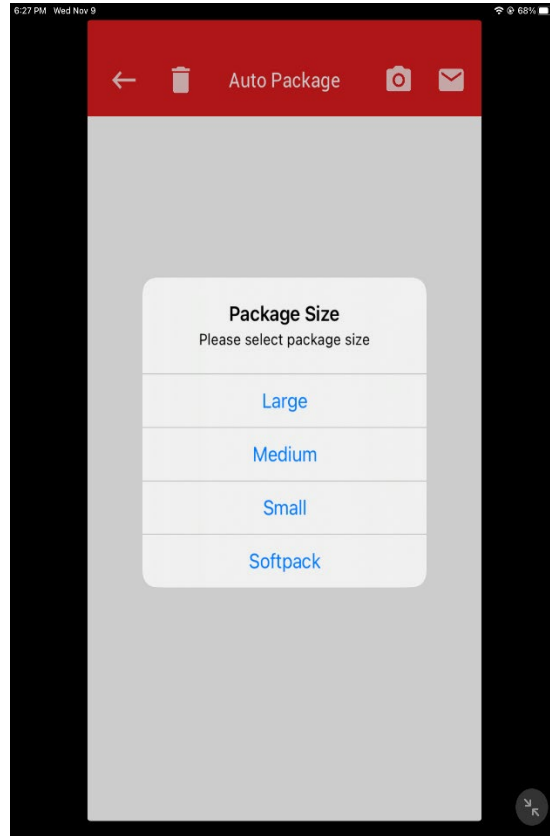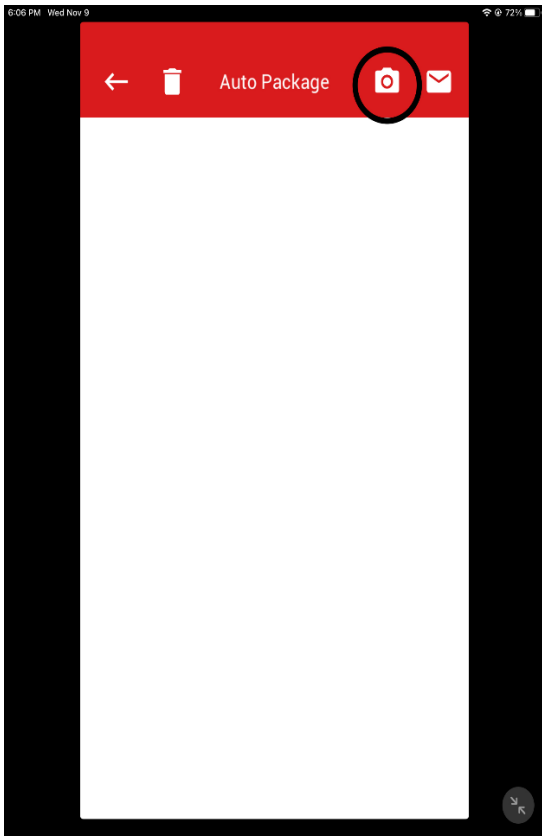

If a name on the package is not read correctly by OCR, you can manually assign the mailbox number by clicking on the unprocessed item. Click on the "magnifying glass" and assign the correct mailbox number. Once all the packages are processed [assigned email address] you can click on the envelope to send notifications to the customers
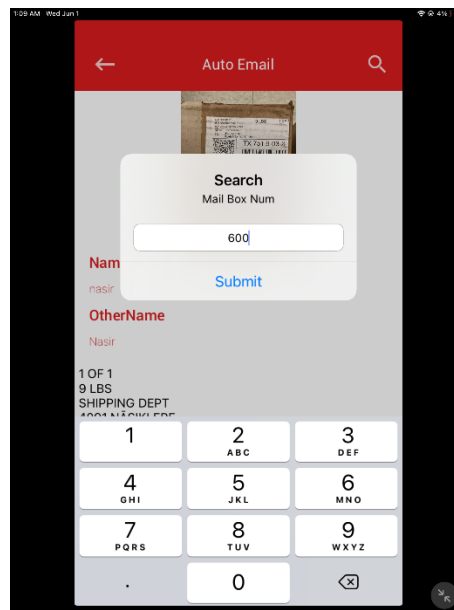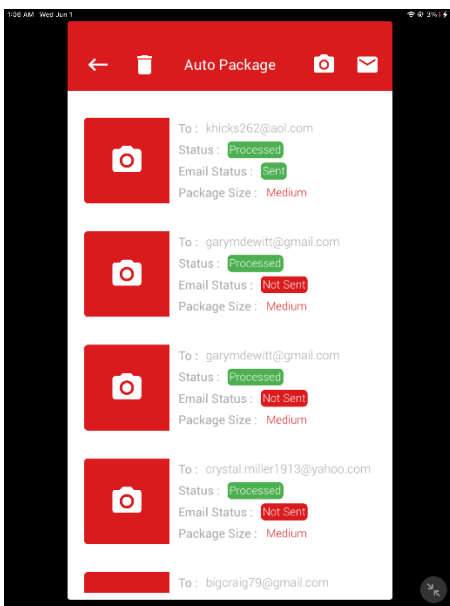
To process letters you can you can either scan letters with a sheet fed scanner or take pictures directly from the phone. If you scan letters with a sheet fed scanner, make sure the letters are in a horizontal [Landscape] orientation. The OCR functionality only reads the image in horizontal or Landscape orientation.

Similarly, when you take pictures from the camera make sure you rotate all the images to be in Landscape orientation. [Different phone cameras take pictures differently, please go into the photo gallery and check the orientation, rotate images if needed]
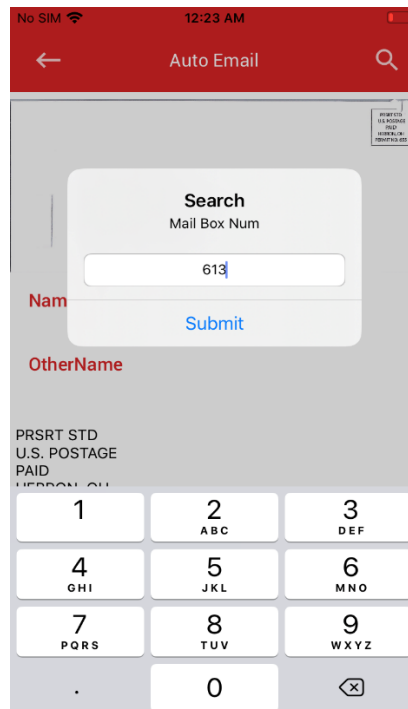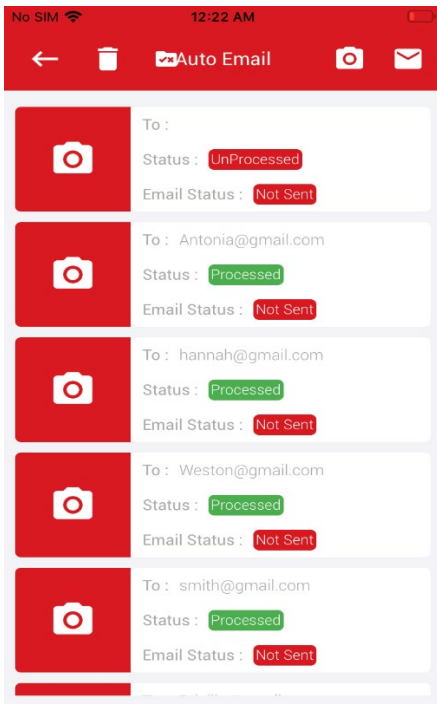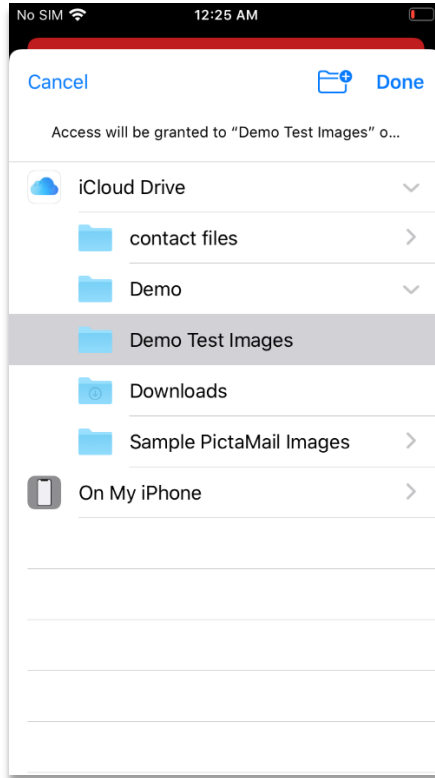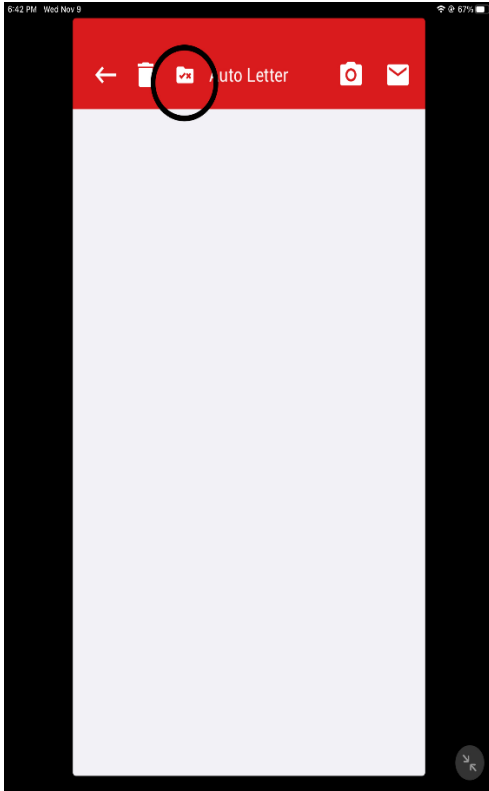
To check out packages, click on the Checkout button. The first screen will show the inventory of all the checked in packages that are currently in the store.