

CRM License Activation

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Free Plugin but CRM License Required

Outlook Mail Connector is available for free in the Microsoft Store under the name **vtenext Mail Connector**, but its use requires an active license on the **vtenext CRM** side.

Without this activation, the plugin — even if correctly installed in Outlook — cannot be used to link emails to the CRM.

License activation is handled through the official vtenext partner or CRM consultant, who enables the required module within the CRM environment.

Once the license has been activated, users can proceed with plugin login using their standard CRM credentials.

CRM-Side Installation and License Activation Procedure

To make Outlook Mail Connector operational, the corresponding component must be installed and activated within the vtenext CRM.

- CRM installation name;
- full CRM URL;
- number of users to be enabled.

“ Only requests submitted by certified vtenext partners will be processed.
Requests sent directly by end customers will not be considered.

License Entry and Activation in the CRM

Once the license has been received:

1. Open the **Outlook Mail Connector** menu within the CRM.
2. Enter the provided license key.
3. Activate the license.

After activation, the system becomes operational and authorized users will be able to use the Outlook plugin.