



SARTrack Limited

The SARTrack Email system

How it works, how to set it up, and how to use it in an Operation (SARTrack 2.0)

SARTrack can receive and send email for your Group. Emails sent to the Group's SARTrack email address show up in the Log of the Operation, with their attachments, and can be answered from SARTrack and from your organisation's SARTrack web site. Winlink messages work the same way.

How it works

- The **SARTrack Database Server** checks the Group's mailbox every minute while an Operation is open. No SARTrack computer has to stay on for this.
- Every email that arrives is taken into the open Operation: it is stored on the Server, sent to every connected SARTrack, and then **deleted from the mailbox**.
- Emails you send go straight from your SARTrack to the mail server, so a SARTrack that sends email needs Internet access. A copy is stored on the Server, so every SARTrack has it in its 'Send' folder.
- With more than one Operation open on the same GroupID, put the Operation's name in square brackets in the subject, for example [Mount Ruapehu]. Without it, an email goes to the newest Operation, or, with 'Require Ops in Subject' ticked, it is left in the mailbox.

NEVER use a normal email address. SARTrack takes full control of the mailbox: every email that arrives is put into the Operation's Log, for everyone in the Operation to read, and then deleted from the mailbox. Use an address for nothing but SARTrack.

Setting it up

New Zealand: many LandSAR and AREC Groups have their own SARTrack address, **sar<GroupID>@sarmail.sartrack.nz**, which SARTrack fills in by itself. If yours shows up empty, please contact SARTrack support.

Other Groups: make a new Gmail address for SARTrack, with a personal Google account. Turn on 2-Step Verification, and make an **App password** (16 letters) at myaccount.google.com/apppasswords. SARTrack can NOT use the account's normal password: Google refuses it. The button 'How it works...' in the set-up explains it step by step.

Then a Supervisor, in SARTrack: **Connections > Setup > Email Client:**

- Email address, Email Name (the name people see), SMTP Server and IMAP Server (for Gmail: smtp.gmail.com and imap.gmail.com), and the Password (for Gmail: the App password).
- Tick '**Email system on (checked by the Server)**' and click OK. The Server tests the settings at once, and tells you if anything is wrong.
- 'Require Ops in Subject': only when more than one Operation is open on the same GroupID. With one Operation, leave it off.

The IMAP light in the Connections window and the Email window show the Server's callsign while it checks the mailbox. The light turns red when the Server cannot read the mailbox; its hint says why.

Starting the email contact in an Operation

To communicate by email with organisations that do not use SARTrack themselves, such as CDEM, first send them an email from SARTrack. Do this after the new LandSAR or AREC Operation has been started on the GroupID.

All AREC organisations should arrange a valid email address with their local CDEM or Civil Defence for use in emergencies, in advance.

Send

From: SARTrack IMT SARTrack Development Group <sar12345@sarmail.sartrack.nz>

To: info@sartrack.nz <info@sartrack.nz>

Subject: AREC Operation active

Load from Database

This email to start communication between AREC and CDEM for the current emergency.

Attach File

Send

The first email to CDEM

This email goes straight to the mail server, and at the same time into the ‘Send’ folder of every SARTrack. SARTrack puts the Operation’s name in square brackets before the subject, so the replies come back into the right Operation. It shows up at CDEM like this:

[20250929A] AREC Operation active - Mozilla Thunderbird

File Edit View Go Message Tools Help

Get Messages Write Tag

Reply Forward Archive Junk Delete More

From SARTrack IMT SARTrack Development Group <sar12345@sarmail.sartrack.nz>

To info@sartrack.nz

Subject [20250929A] AREC Operation active

This email to start communication between AREC and CDEM for the current emergency.

TIME	OPS MANAGER	OPERATION ID	OPERATION DETAILS	FROM TERMINAL	FROM OPERATOR
09:59:06	Bart Kindt 9999	20250929A	Demo Emergency Ops Email	Barts Dev PC	Bart Kindt

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The email as CDEM receives it

From now on, every email from this CDEM address is **whitelisted**: it shows up in the Inbox and in the Log of every SARTrack.

SARTrack Email Client

Get Messages Write Reply Reply All Delete WhiteList IMAP Active: ZL4FOX-5

Inbox

Send

Excluded

Trash

Saved

From

Date

Subject

SARTrack CEO <info@sartrack.nz>

29/09/2025 10:05:13

Re: [20250929A] AREC Operation active

Confirming incoming email ragarding current emergency.

On 29/09/2025 09:59, SARTrack IMT SARTrack Development Group wrote:

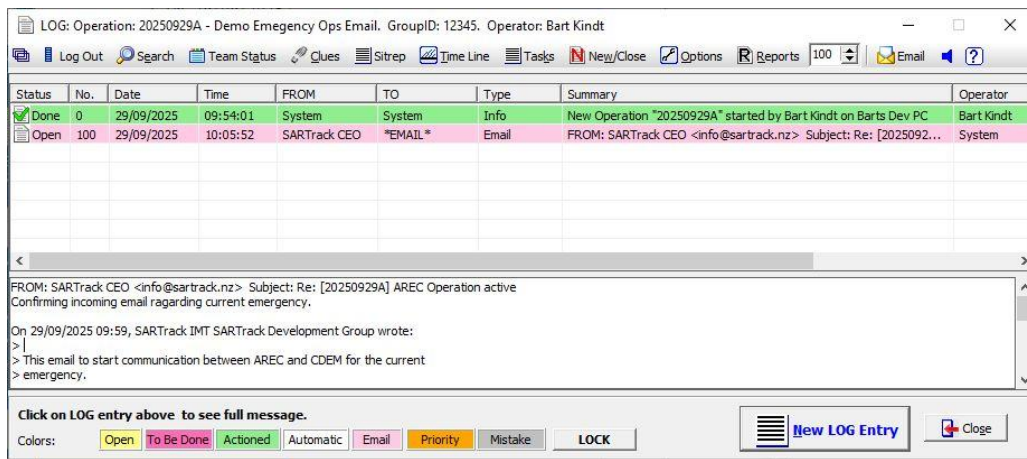
>

> This email to start communication between AREC and CDEM for the current

> emergency.

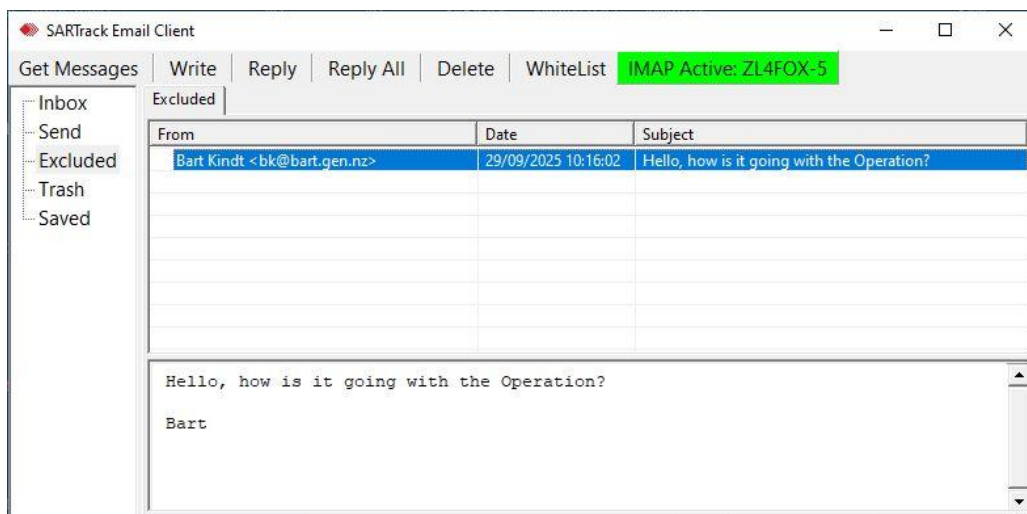
>

The reply in the Inbox



The same reply in the Log (pink: Email)

Emails from an address that is NOT whitelisted (no email was sent to it first) are still taken in, but they go into the **'Excluded'** mailbox, and do not show in the Log. So the operators may not see them straight away.



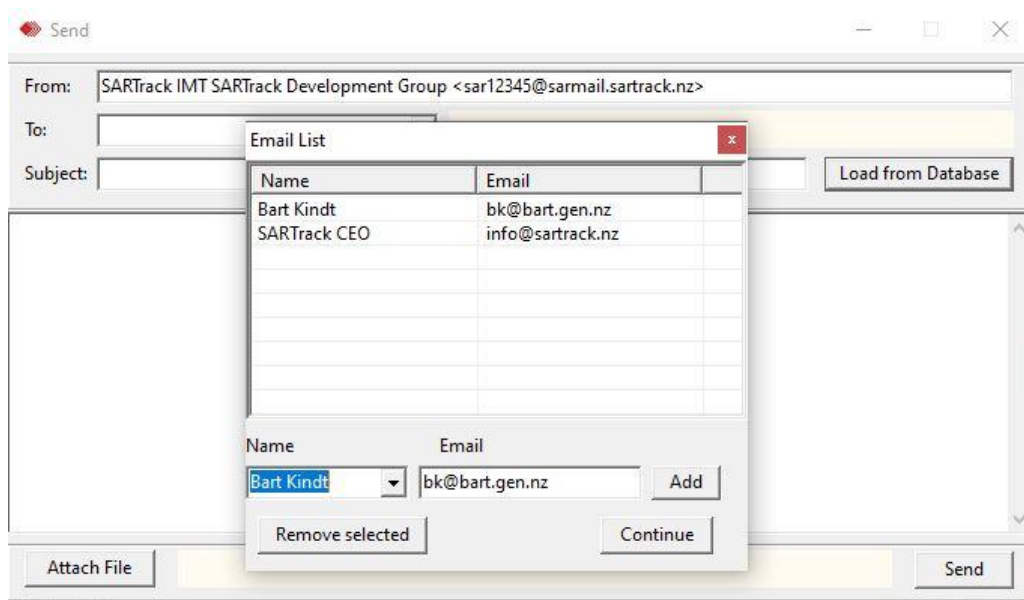
An email in the Excluded mailbox

Drag such an email into the Inbox: its sender is then whitelisted from now on. The email itself is not added to the Log at that point.

The Email system also works on your organisation's SARTrack web site (the Email page, for logins with the Operations level): reading, moving, writing and attachments, just like in SARTrack.

The address book

In the 'Send' window, 'Load from Database' offers the addresses emailed before, and the email addresses of the people in Personnel:



Load from Database in the Send window

When the Operation is closed

With no Operation open, the Server does not check the mailbox. Emails that arrive then stay in the mailbox, and are taken into the next Operation that is opened. If they do not belong there, drag them into the Trash folder.

Good to know

- If anyone changes the Google account's password, Google cancels all its App passwords. SARTrack then gets no more email until a new App password is entered.
- Gmail normally keeps a copy of what SARTrack deletes (under All Mail). To delete it for good: Gmail, Settings, Forwarding and POP/IMAP, 'When a message is marked as deleted and expunged': Delete forever.
- Another email provider works too, if it has IMAP (port 993, SSL) and SMTP (port 587, STARTTLS). Many need an app password as well: ask them.

28 October 2026.