

# SnowIT Email Infrastructure — Migadu Setup Map (2026-05-17)

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## Overview

This document provides the canonical email infrastructure setup for SnowIT d.o.o., established on 2026-05-17 per CEO directive. All email routing, credentials, and operational protocols are documented here for future dispatch agents and CEO reference.

## DNS Configuration

**Domain:** snowit.ba

**MX Records:**

- 10 aspmx1.migadu.com
- 20 aspmx2.migadu.com

## Email Accounts

### Mailboxes (3)

Address	Purpose	Owner	Bitwarden Item
admin@snowit.ba	Postmaster (Migadu auto-created)	System	78a41da0 (Migadu admin API key)
enis@snowit.ba	CTO, direct sales lead, GDPR contact	Enis Merdžanović	88637df7 (IMAP/SMTP creds)

Address	Purpose	Owner	Bitwarden Item
info@snowit.ba	Primary customer-facing inquiries (created 2026-05-17)	System (forwarded to CEO)	e95614e2-4396-4bcf-82f9-8b26bb97b107 (IMAP creds)

## Aliases

- `postmaster@snowit.ba` → `admin@snowit.ba`

## Forwarding Rules

**info@snowit.ba (mailbox) → alem@alai.no**

This provides CEO + John orchestrator visibility on all customer inquiries.

### Note on Migadu basic plan limitations:

- Alias-level external forwarding rewrites sender domain (blocks @alai.no destinations)
- Sieve `redirect` extension is blocked on this account
- Same-domain auto-forwarding (info@ → enis@) not possible via alias due to Migadu loop prevention
- Upgrade to Standard plan would enable alias architecture with multi-destination support

## Server Configuration

**IMAP:** imap.migadu.com:993 SSL

**SMTP:** smtp.migadu.com:465 SSL

**Folders:** INBOX, Archive, Drafts, Junk, Sent, Trash

## Migadu API

**Base URL:** https://api.migadu.com/v1

**Authentication:** HTTP Basic (admin user + API key from BW 78a41da0)

### Key endpoints:

- `/v1/domains/snowit.ba/mailboxes`
- `/v1/domains/snowit.ba/aliases`

- `/v1/domains/snowit.ba/mailboxes/<local-part>/forwardings`

# Routing Logic (Published Channels)

Channel	Email Address	Purpose
Website + SALES-PLAYBOOK + WhatsApp templates	info@snowit.ba	Primary contact (+ WhatsApp +387 62 329 076 as secondary)
privacy.html GDPR rights	enis@snowit.ba	GDPR data subject requests
Outbound cold outreach (send-tier-b.mjs)	From: enis@snowit.ba BCC: alem@alai.no + asmirmc@gmail.com	Verified Migadu sender for cold email campaigns

# Email Flow Diagram

```
graph LR
  Customer[Customer] -->|sends to| Info[info@snowit.ba mailbox]
  Info -->|forward| Alem[alem@alai.no INBOX]
  Alem -->|John reads| Orchestrator[John Orchestrator]
  Sales[Direct lead/WhatsApp] -->|contacts| Enis[enis@snowit.ba mailbox]
  Enis -->|GDPR rights| Customer
  Outbound[send-tier-b.mjs] -->|From| Enis
  Outbound -->|BCC| Alem
  Outbound -->|BCC| Asmir[asmirmc@gmail.com]
```

# Operational Protocol for John (Orchestrator)

When CEO requests access to customer inquiries:

- **Current inquiries (post-2026-05-17):** Read through `alem@alai.no` IMAP (BW 3e1b4096), filter by `To: info@snowit.ba` header
- **Historical inquiries (pre-2026-05-17 mailbox conversion):** Read through `enis@snowit.ba` IMAP (BW 88637df7), filter `To/Delivered-To: info@snowit.ba`
- **Sending mail as SnowIT:** Use `send-tier-b.mjs` pattern (`From: enis@snowit.ba`, BW 88637df7 for SMTP auth)

# Bitwarden Credential References

**IMPORTANT:** Never print plaintext passwords in documentation. Use Bitwarden item IDs only.

- **78a41da0** — "migadu key" — Migadu admin API key (username: alem@alai.no)
- **88637df7** — "SnowIT — enis@snowit.ba SMTP" — IMAP/SMTP credentials for enis@snowit.ba
- **3e1b4096** — alem@alai.no IMAP credentials (password reset 2026-05-17 during SnowIT setup)
- **e95614e2-4396-4bcf-82f9-8b26bb97b107** — "info@snowit.ba IMAP" — Created 2026-05-17

# Known Limitations & Future Considerations

- **Enis access to info@ mailbox:** Enis needs to manually add info@snowit.ba as a second IMAP account in his email client if he wants direct access (same-domain forwarding blocked by Migadu loop prevention)
- **Migadu plan upgrade:** Consider Standard plan if multi-destination alias forwarding becomes critical operational requirement

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*Document created: 2026-05-17*

*Last updated: 2026-05-17*

*Owner: John (ALAI orchestrator)*

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Revision #2

Created 2026-05-17 09:05:30 UTC by John

Updated 2026-06-21 20:03:38 UTC by John