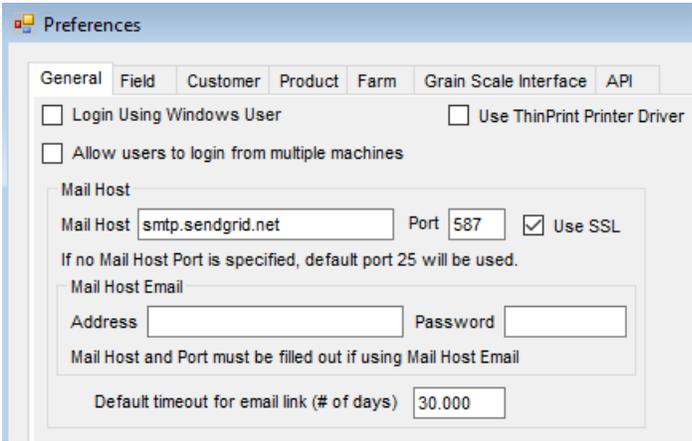# Instructions for Emailing via Bulk Email Service

Emailing documents from Agvance is an essential part of day-to-day business. Agvance currently generates emails using Microsoft's basic authentication, which ends on March 1, 2026. This will affect emailing from Agvance regardless of the email platform being used. While it is possible other bulk email services may work, SSI researched and tested using SendGrid® - an emailing service that allows companies to use a bulk email service instead of their existing mail service provider. The use of SendGrid® helps protect domain reputation as well as get emails into inboxes rather than spam folders. SSI has determined two options in how SendGrid® can be used for emailing from Agvance:

1. SSI can add a subdomain to our SendGrid® account at no cost to our customer. With this option, emails will come from *your-company@agvance.net*. SSI will assist with the setup at *Hub / Setup / Company Preferences*.

   Note: When using our SendGrid® account, there is no way to track bounce back emails sent to undeliverable email addresses. Additionally, there is not a way for the company's customers to reply to those emails.

2. A second option is to set up a SendGrid® account. This service includes a charge but will allow customers to set up a specific email in their own domain which will be used as the *From* email address. This account setup and charge is the responsibility of the account holder.

SendGrid® Setup Instructions

After **setting up a SendGrid® account**, it is recommended to follow SendGrid®'s **instructions** for helping prevent emails from going to a customer's *Spam* folder.

Once the SendGrid® account has been established, enter the following information at *Hub / Setup / Company Preferences* on the *General* tab.

- **Mail Host** – Enter the mail host information. For SendGrid®, enter *smtp.sendgrid.net.*
- Set *Port* and select *Use SSL.*
- Mail Host Email
  - **Address** – This is a combination of *apikey* and the From email address separated by a *Tab* character.

Create this address in Notepad and copy/paste into the *Address* field.

File	Edit	View

```
apikey   reply@companyname.com
```

- **Password** – For SendGrid®, enter the API key.