

Instructions for Emailing via Bulk Email Service

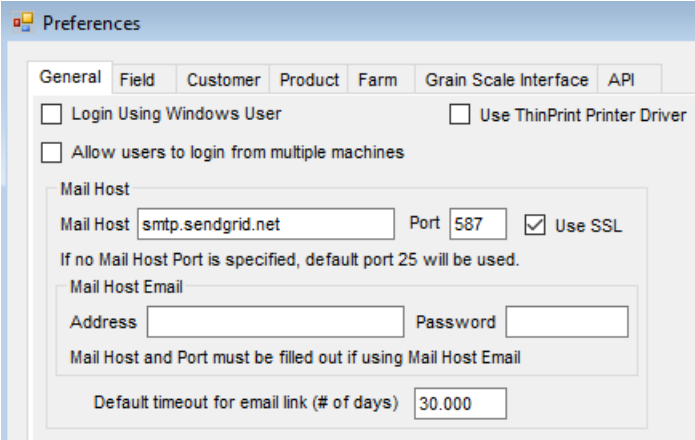
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Errors are occurring when sending documents using a company's existing mail service provider. To help address this situation as quickly as possible, SSI researched and tested a way to allow companies to use a bulk email service instead of their existing mail service provider. While it is possible other bulk email services may work, SSI researched and tested using SendGrid® which can be found at <https://sendgrid.com/>. This service has a charge based upon the number of emails to be sent.

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. The following link provides information regarding this setup: <https://sendgrid.com/blog/10-tips-to-keep-email-out-of-the-spam-folder/#authenticate>

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.