

Email Confirmation and Errors

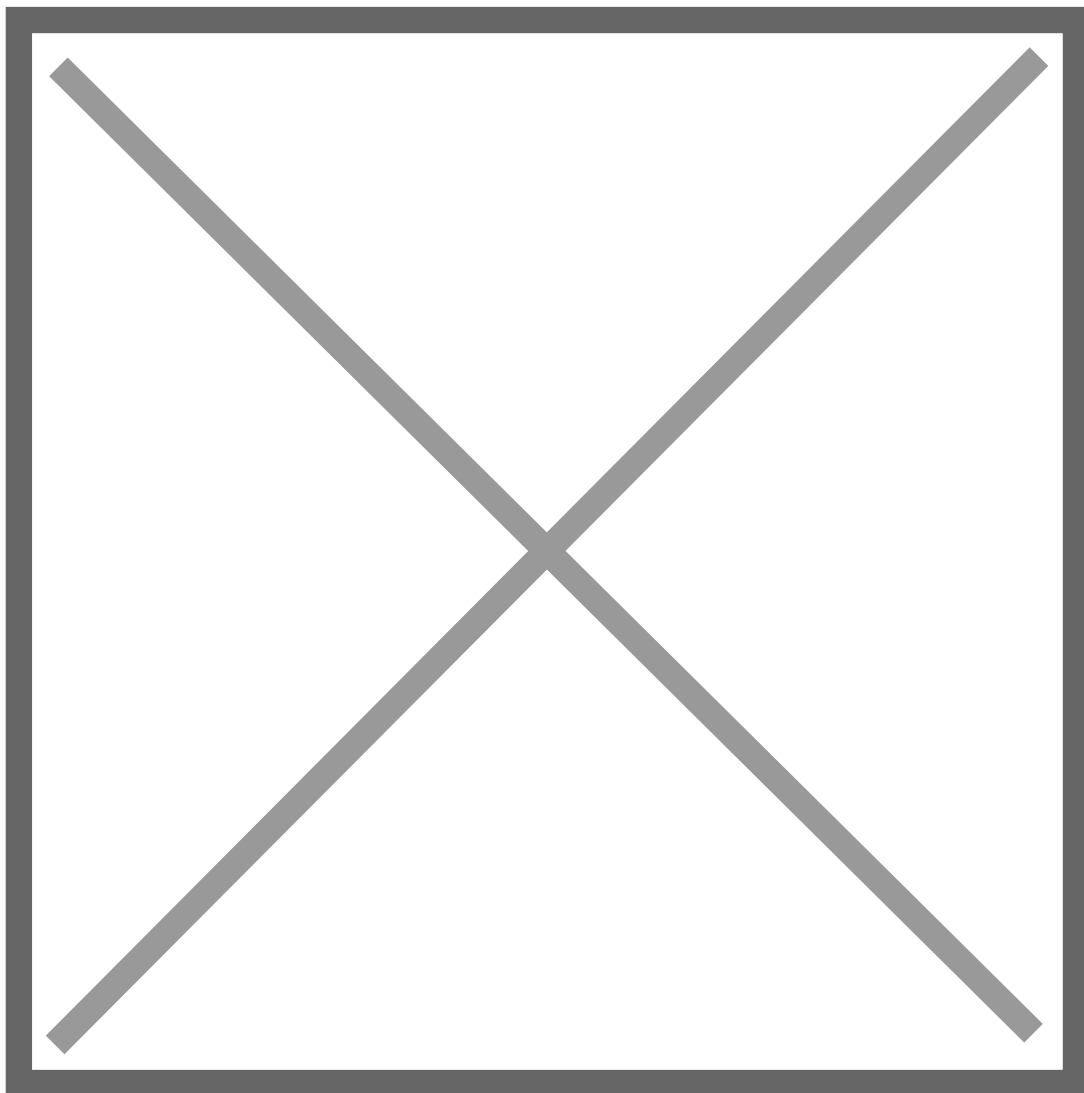
The system sends out emails to an email server which can either be a SMTP server, Exchange Server or Gmail email server.

When you send the email it routes it to one of these Mail servers and once the Mail server accepts it we log an entry that it was successfully sent and received by the Mail server .

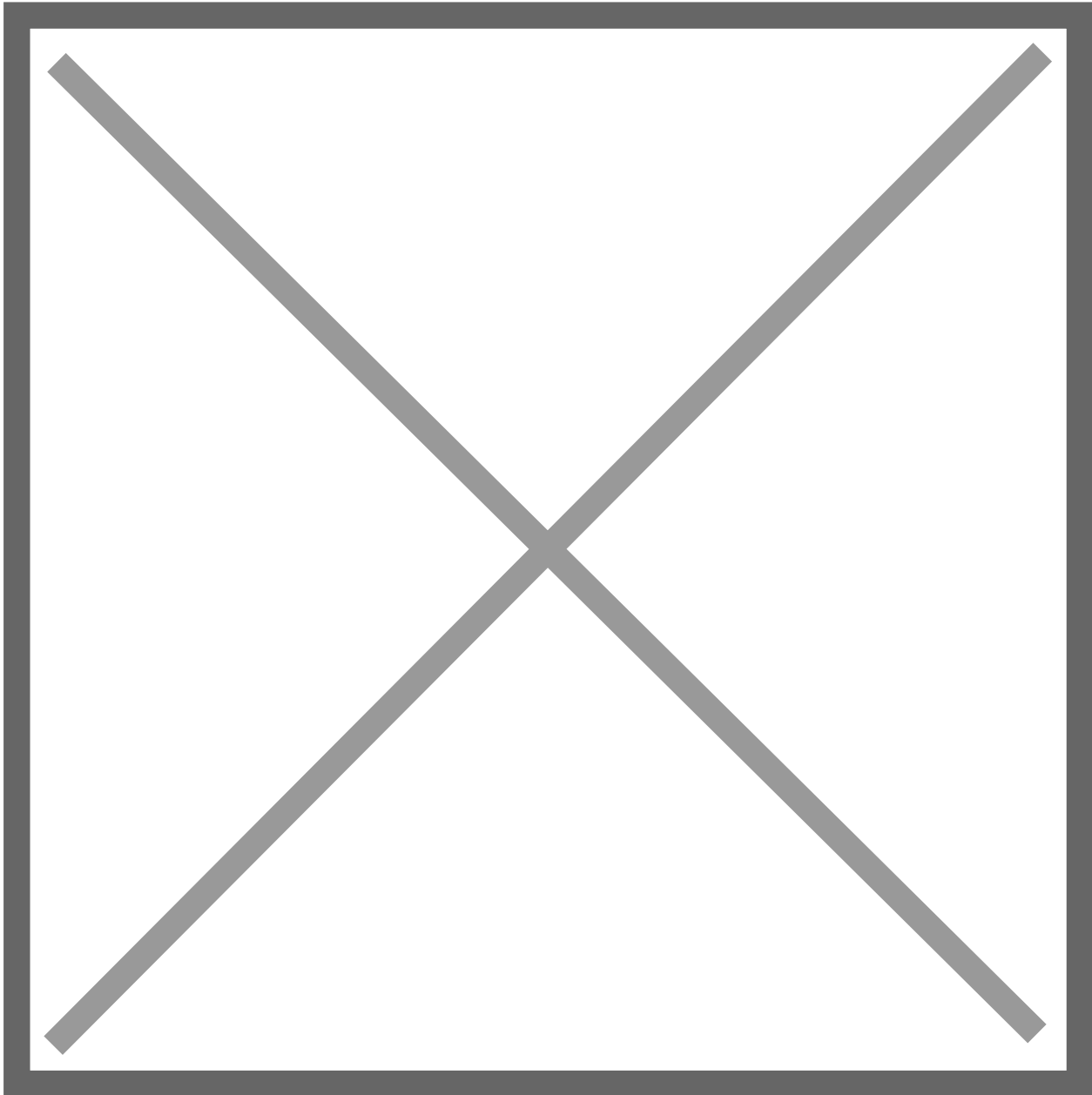
From there the Mail server sends it out to the particular person, however we do not know whether or not it was successfully received to that particular person .

The best way to check whether an email has gone out to that person is to copy yourself in on the Mail that has been sent. You set this up once and it will remember that setting for you .

When emailing your document, click on Users and move your name over to the right box.



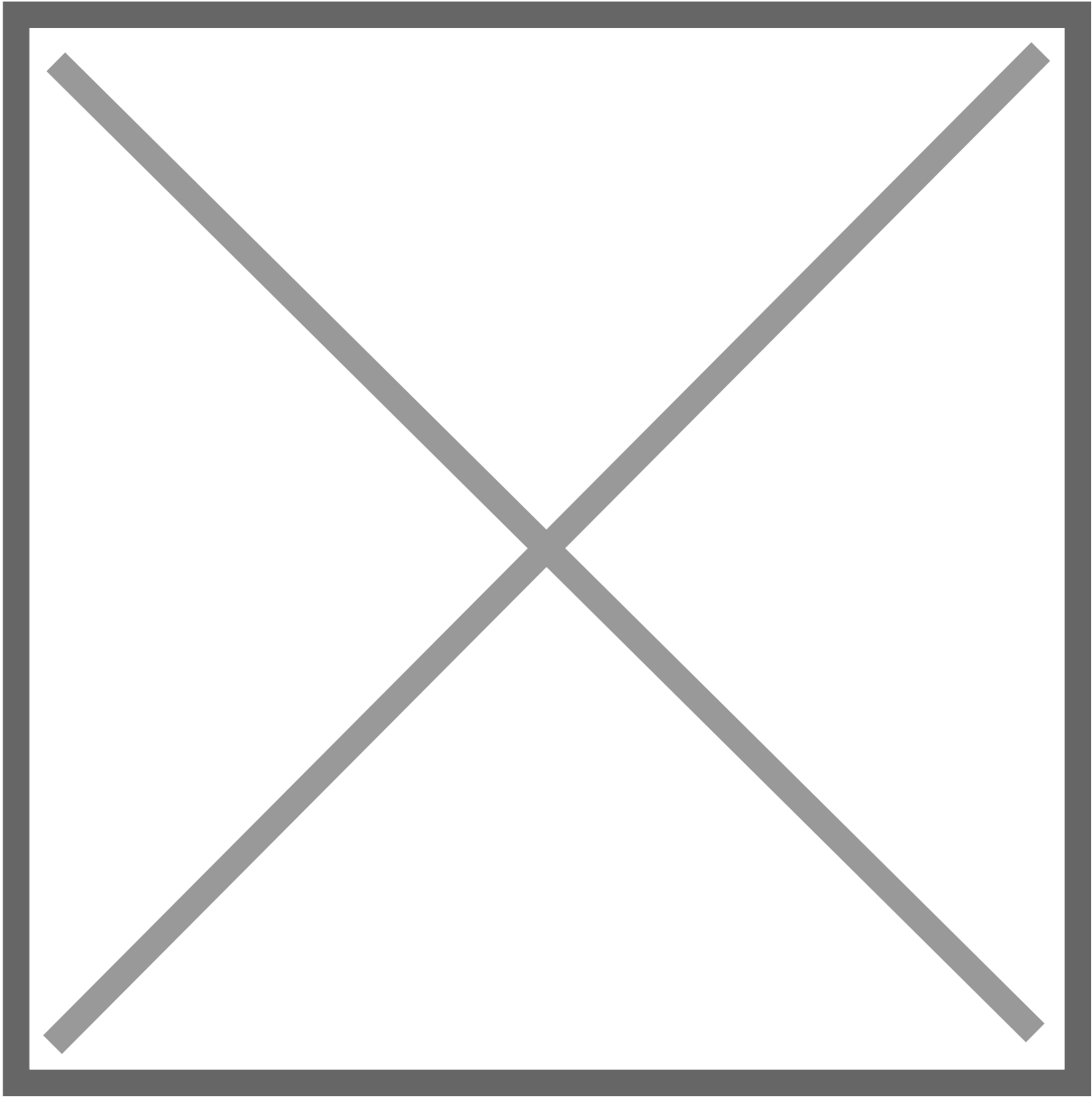
To check the status of the emails sent, click on your username on the top right hand corner of the module and select printing status.



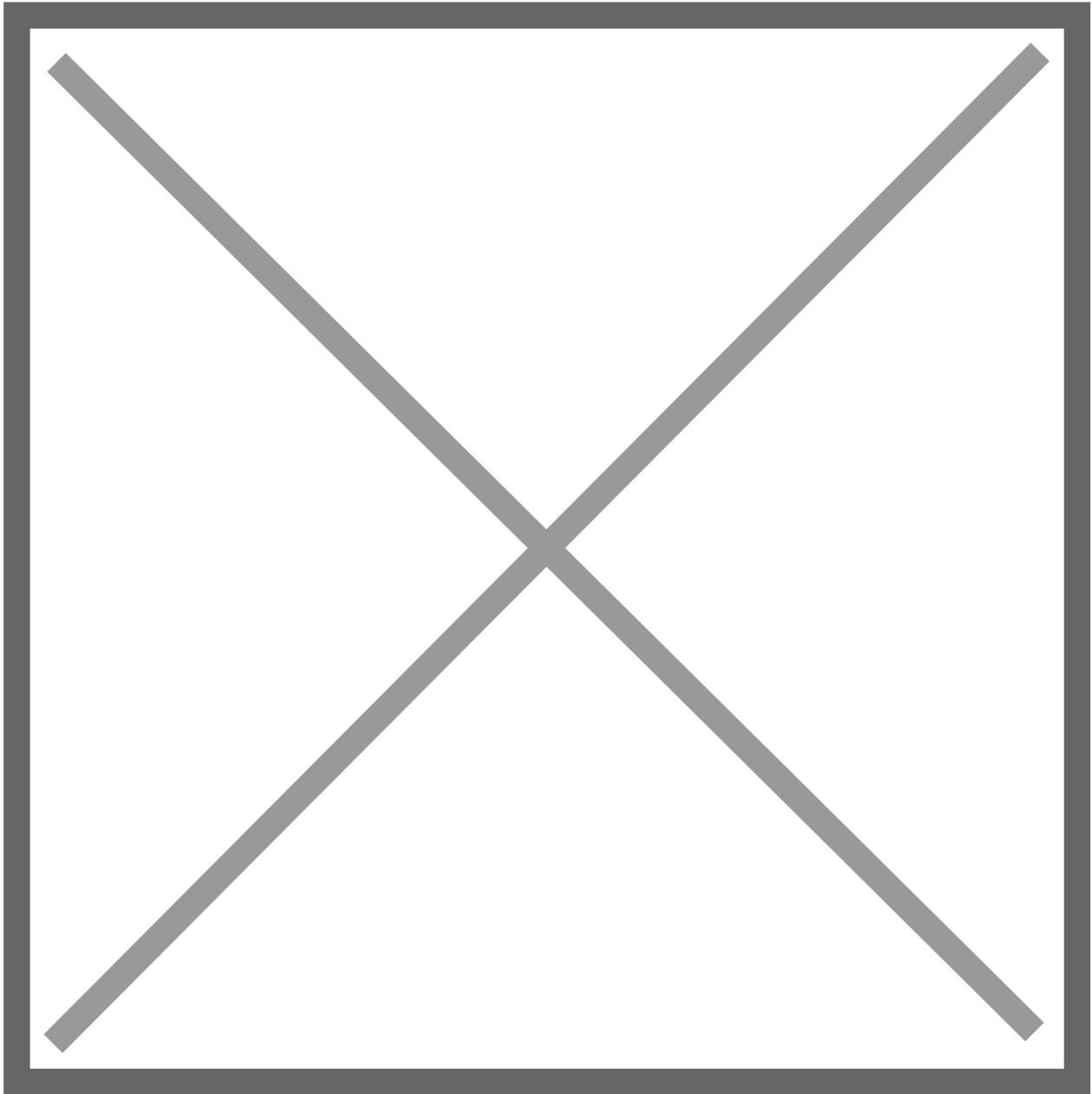
When you are in this menu, the search will be specific to you, click on search button to see all the emails sent out .

Should there be an error on the sending out of the email, highlight that error and click on view to see the details .

Then we can troubleshoot where the problem could be as to why the email did not get sent out.



Error message



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