

STANDARD OPERATING PROCEDURE DOCUMENT

Title	Logging onto the SMTP Server		Doc. No.	IT121
Scope	Operational Directorate			
Purpose	To ensure the IT department can log onto the SMTP server to view emails sent from the SMTP provider SendGrid.			
GUIDELINES	<u>SMTP Server</u> The SMTP server allows automatically generated emails to be sent from software systems for password resets and alerts and notifications.			
PROCEDURE			RESPONSIBILITY	
1	To logon to the SendGrid system enter the following Internet address in the Web browser. https://SendGrid.com		IT Department	
2	Once the page displays you will then be required to enter a username and password to connect to the web access server. For user credentials please refer to the IT folder on the Shared Drive.		IT Department	
3	Once you have entered the password click the login button		IT Department	
4	After clicking the login button a new window will then display. The user will then have full access to configure the SendGrid system to meet the needs or changes for the organisation.		IT Department	

5	At present the SendGrid system is setup using the default configuration. To amend the account and user authentication details follow the steps below.	IT Department
6	On the menu system click the settings button, then click the account details button.	IT Department
7.	A new window will then display and will allow the user to change the details of the user associated with the account, the user name assigned to provide authentication and the company's details and time zone.	IT Department
8.	SendGrid uses the following details to send emails from software system: SMTP Server. Smtplib.sendgrid.net Port: 25 For username and password required for authentication please see the IT folder on the shared drive.	IT Department
9.	For further help and support with the SendGrid solution please contact the SendGrid support team or view the online support on the SendGrid website.	IT Department



Urgent Care 24

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Title	SOP IT121 Logging onto SMTP Server	Doc. No.	IT121
Version	V1		
Approving Managers/Committee			
Date Ratified			
Department of Originator	Information Management and Technology		

Responsible Executive Director		Director of Finance	
Responsible Manager/Support		Head of IT	
Date Issued		10/11/2015	
Review Date		November 2016 or when there is a change in the process.	
Target Audience		All Staff	
Version	Date	Control Reason	Accountable Person for this Version
Reference documents		Electronic Locations	Locations for Hard Copies
		Urgent Care 24 Intranet / SOPs / * Clinical Operations Admin section Please delete as appropriate *	Standard Operating Procedures File in the Call Centre.
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