



FACT SHEET

Setting up to Send Emails

June 2021

Bookmark can send overdue notices and lists emails via a *smtp email server*. It does not use Outlook or Exchange or POP3. As many school networks block the smtp method, before doing anything else, make sure that your network allows emails using smtp.

Note: South Australian Department for Education schools are partially blocked by state-wide policy. Special arrangements are required. See the note at the end of this fact sheet.

Note: Public schools in Western Australia use a special smtp email server. See the note at the end of this fact sheet.

Note: Public schools in Northern Territory and Queensland are blocked by state-wide policy.

Note: Schools in Victoria and most private schools are unblocked.

Email Settings

Settings need to be entered into Bookmark before any emails can be sent. Go to: Controls – General Controls – Email tab.

Email settings

SMTP server:	<input type="text" value="smtp.schools.sa.edu.au"/>
	<input type="checkbox"/> Use TLS/SSL (email server must support this)
Port:	<input type="text" value="25"/>
Email login:	<input type="text"/>
Email password:	<input type="password"/>
From email address:	<input type="text" value="my.name123@schools.sa.edu.au"/>
Subject:	<input type="text" value="Overdue notice"/>

Messages

Test email	Send to:	<input type="text" value="my.name123@schools.sa.edu.au"/>
	Message:	<input type="text" value="This is an email test from Bookmark"/>
		<input type="button" value="Send test email"/>

SMTP Server

This is the address of the email server to be used to send the email. Example: smtp.iinet.net.au or smtp.schools.sa.edu.au or similar. Check with your Internet Service Provider (ISP) or ICT support for the correct address. Office 365 and Gmail smtp can be used.

Use TLS/SSL

This should only be ticked if the email service requires TLS or SSL. Office 365 and Gmail smtp require this. Most others do not.

Port

This is the port number used by the computer to send the email. It is usually 25 but it can be different. Again, check with your ICT support to verify the value. Note: Gmail and Office365 use port 587.

Email login

This is the login used to access your email account. Some systems do not require this.

Email password

This is the password used with the login to access your email account.

From email address

This is the "from" email address that will be sent with the overdue notices. It can be either just an email address or in the form Sender Name <myname123@email.com.au>. Note that send to email addresses can be in this form, too.

Subject

This is the "Subject" line of the overdue notice emails. All notices will have this subject.

Click OK when complete.

Test email

This section should be used to test the email system. Enter a destination email address here, such as your own, and a simple one-line message then click on *Send test email*.

After sending, check to see if the email was received.

In Bookmark: Borrower Email Addresses

Every borrower has an "email" field and an "alt email" field. Either can be selected for sending.

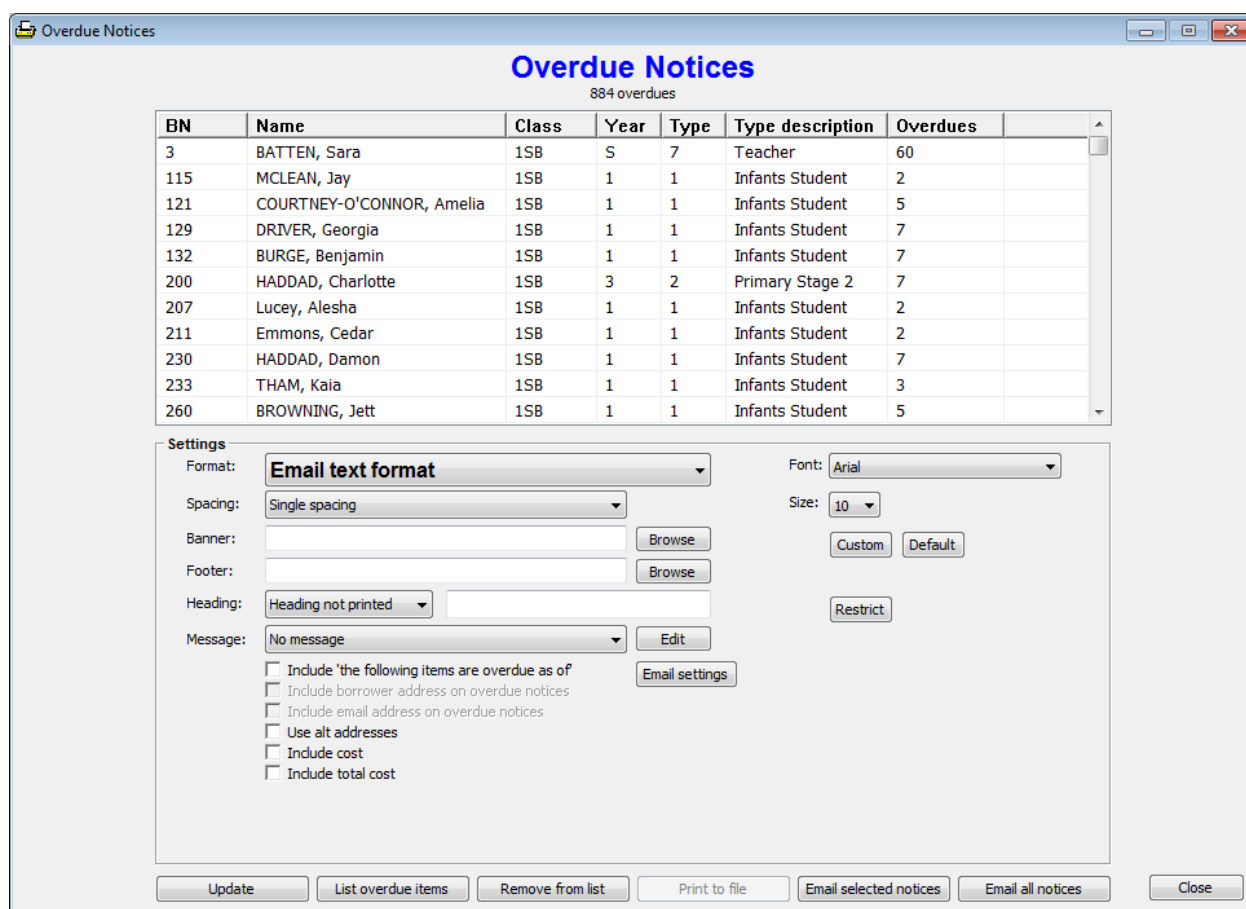
The Alt email can be used for a guardian's email, for example. Multiple addresses can be entered on the one line if separated by semi-colons.

To send an overdue notice as email, the email address of each borrower must be filled out.

This is done in either Add/Edit Borrowers. Also, importing borrower data from an admin system may include emails so they do not have to be entered manually.

Sending Overdue Notice Emails

Go to Overdues – Overdue Notices and select the classes as per normal.



The screenshot shows a window titled "Overdue Notices" with a sub-header "884 overdues". It contains a table with the following data:

BN	Name	Class	Year	Type	Type description	Overdues
3	BATTEN, Sara	1SB	S	7	Teacher	60
115	MCLEAN, Jay	1SB	1	1	Infants Student	2
121	COURTNEY-O'CONNOR, Amelia	1SB	1	1	Infants Student	5
129	DRIVER, Georgia	1SB	1	1	Infants Student	7
132	BURGE, Benjamin	1SB	1	1	Infants Student	7
200	HADDAD, Charlotte	1SB	3	2	Primary Stage 2	7
207	Lucey, Alesha	1SB	1	1	Infants Student	2
211	Emmons, Cedar	1SB	1	1	Infants Student	2
230	HADDAD, Damon	1SB	1	1	Infants Student	7
233	THAM, Kaia	1SB	1	1	Infants Student	3
260	BROWNING, Jett	1SB	1	1	Infants Student	5

Below the table is a "Settings" section with the following options:

- Format: Email text format (dropdown)
- Font: Arial (dropdown)
- Spacing: Single spacing (dropdown)
- Size: 10 (dropdown)
- Banner: [text field] [Browse]
- Footer: [text field] [Browse]
- Heading: Heading not printed (dropdown) [text field] [Restrict]
- Message: No message (dropdown) [Edit]
- Include 'the following items are overdue as of'
- Include borrower address on overdue notices
- Include email address on overdue notices
- Use alt addresses
- Include cost
- Include total cost

At the bottom of the window are buttons: Update, List overdue items, Remove from list, Print to file, Email selected notices, Email all notices, and Close.

Next to *Format* use the dropdown list to choose Email text format or Email html format.

Text format is standard and works with all email recipients. Html format provides a more attractive result but some everyone email systems do not displays that format. If it can be used, however, html offers a better looking result.

Select spacing, message, whether to include the line "The following items are overdue as of" and if the cost is included.

Email settings are available here, too. Use Email Settings to change the Subject line. It is the same window that appears in General Controls.

If "Use alt addresses" is blank, Bookmark uses the borrower's email address. If that is blank it will use the alt email address. If "Use alt addresses" is checked, then the alt address is preferred and only not used if blank, in which case the borrower's address is used.

Click on the buttons "Email selected notices" to send emails to only borrowers who have been highlighted above, or click on "Email all notices" to send to everyone in the list.

Notices are only sent to borrowers with email addresses.

Testing

The first time, it is strongly recommended to test sending a single overdue notice via email to an address you can check.

Fill out the settings. Do a test email to make sure the email system works for you.

Select one borrower in a class to use as a test (possibly yourself). Make sure an email address has been saved that you can check.

Send the overdue email.

Check your email to see if you receive it. (Emails are not always instant and can take time to be delivered, especially the html format.)

South Australia Department of Education schools smtp server access

Access is limited to a smtp email server for SA Department for Education schools. The particular workstation(s) used to send email notices must have the correct IP address assigned or an application has been accepted to unblock the workstation's current IP address. It is not assigned to the network server but the actual workstation from which emails will be sent.

1. Every school has a range of unblocked IP addresses. These are in the range 10.###.###.40 to 55. The ### are unique values for each school. Change the IP address of the computer itself to an unused value within the range. Submitting a form is not necessary.
2. If all the IP addresses in the unblocked range are not available, schools can submit a completed Learn Link Fact Sheet FS70-430A. Access to the Department's smtp email server is granted to a specific workstation. Granting access can take a few weeks. Contact the CSC to obtain the fact sheet.

Email system: standard
SMTP Server: smtp.schools.sa.edu.au or try 10.136.218.31 (if the other does not work)
Use TLS/SSL: do not tick this
Port: 25
Email login: leave blank
Email password: leave blank

Western Australia school smtp server

Public schools in Western Australia should use the following:

Email system: standard
SMTP Server: mx-schools.int.det.wa.edu.au
Use TLS/SSL: do not tick this
Port: 25
Email login: leave blank
Email password: leave blank

Settings for using gmail

Google's gmail service contains a smtp email server. For emails from Bookmark to work through gmail, use of this server must be enabled within the Gmail account first. Note that some Bookmark users have found using the gmail server to be unreliable and difficult to set up.

Server: smtp.gmail.com
Use TLS/SSL: ticked
Port: 587
Email login: gmail email addresses
Password: gmail account password

Note that network firewalls can also block access to the smtp server.

It is necessary to set the account to allow outside access.

Office 365

See the Microsoft documentation for details on settings.

SMTP Server: smtp.office365.com or the name of the smtp server.
Use TLS/SSL: tick this checkbox
Port: 587
Email login: Office 365 email account login
Email password: Office 365 email login password