



FACT SHEET

Setting up Email and Emailing Overdue Notices

October 2019

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

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.

Note: Public schools in Queensland are blocked by state-wide policy. As of this writing, no facility is known to unblock.

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.

Overdue Email Settings

Settings

Email system to use: Use standard email system

SMTP server: smtp.schools.sa.edu.au

Use TLS/SSL (email server must support this)

Port: 25

Email login:

Email password:

From email address: library26@schools.sa.edu.au

Subject: Overdue notice

Test email

Send to:

Message:

Send test email

Close

Email System to Use

Bookmark has two different email sending systems. Try the standard system first (test email). If it does not send emails, switch to the alternate system as it may work instead. The alternate cannot be used if TLS/SSL is required.

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.

Use TLS/SSL

This should only be ticked if the email service requires TLS or SSL. TLS encryption is automatic. For example, it should be used with the smtp.gmail.com service via Google.

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: for smtp.gmail.com, use port 587.

Email login

This is the login used to access your email account. DECD schools should leave this blank. Others may require their login.

Email password

This is the password used with the login to access your email account. DECD schools should leave this blank.

From email address

This is the "from" email address that will be sent with the overdue notices.

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 Message*.

After sending, check to see if the email was received. If not, switch to the alternate email system and try sending and rechecking again.

In Bookmark: Borrower Email Addresses

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

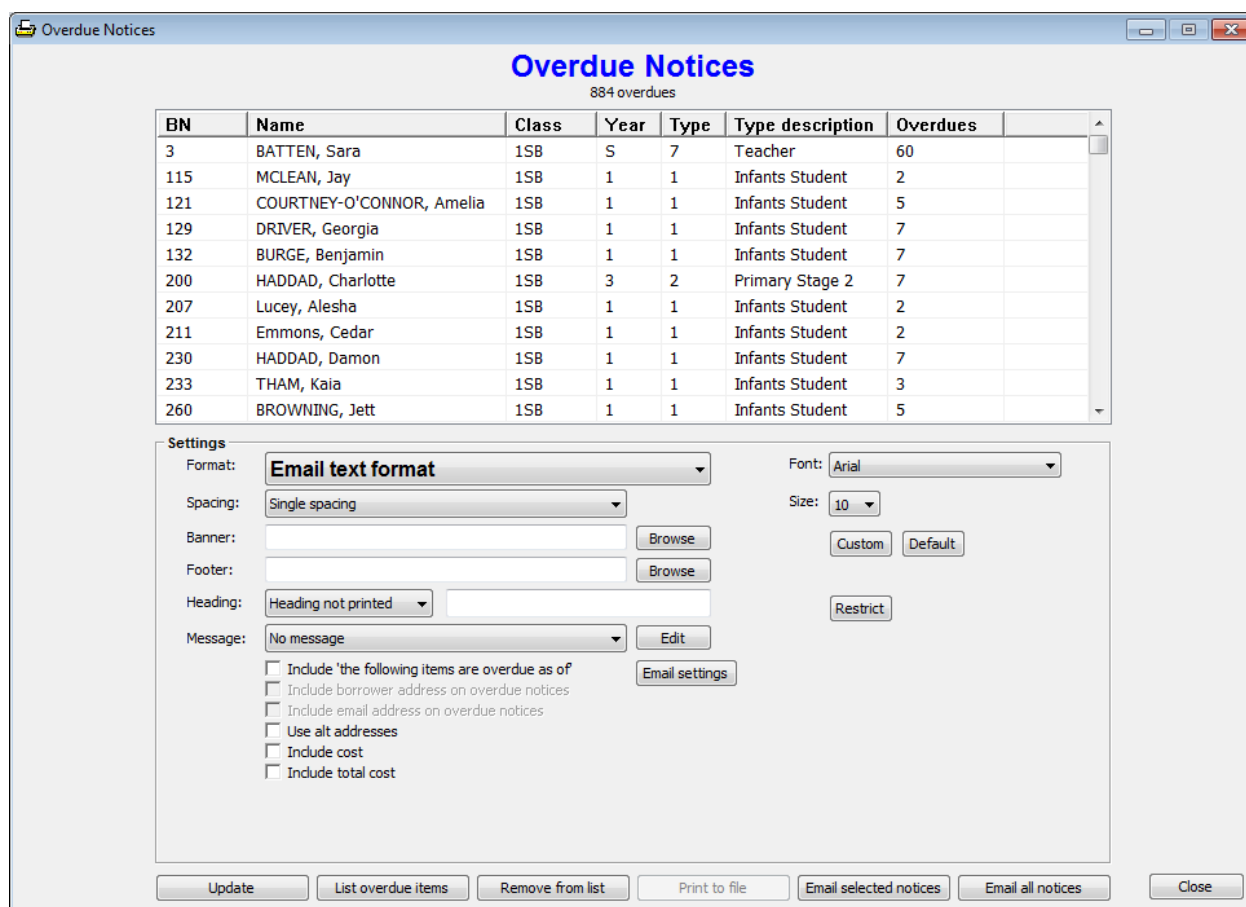
The Alt email can be used for a guardian's email, for example.

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 overdue". 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 with Browse button)
- Footer: (text field with Browse button)
- Heading: Heading not printed (dropdown)
- Message: No message (dropdown with Edit button)
- 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

Buttons at the bottom: Update, List overdue items, Remove from list, Print to file, Email selected notices, Email all notices, 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

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.

1. Every school has a range of IP addresses available which are automatically unblocked. 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
Use TLS/SSL: do not tick this
Port: 25
Email login: leave blank
Email password: leave blank

Western Australia 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. Open Gmail. Set settings / Account / Sign-in & security / Apps with account access. The part Allow less secure apps: to ON.

Server: Smtplib.gmail.com
Use TLS/SSL ticked
Port 587
Login is gmail email addresses
Password is gmail account password

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