

What's New with SendGrid?

What is SendGrid?

- SendGrid is a Twilio cloud-based SMTP provider that gives users the ability to send and receive emails without having to manually maintain email servers.

Why is Vantaca using it?

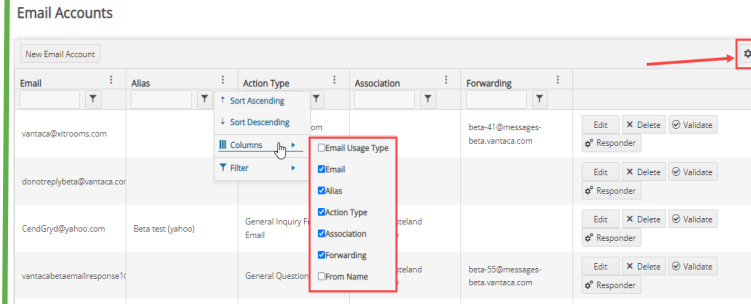
- SendGrid is already being utilized as a means to connect client Email accounts to Vantaca. This integration allows us to distribute emails from a verified domain. Instead of the email coming from portal.vantaca.com, the email comes from portal.clientname.com.
- SendGrid was chosen as our new Email Reader because of its wide range of features and integrations that will help create a more streamlined email experience for Vantaca's users.

How's it going to help me?

- SendGrid has certain validations and protections in place to ensure that bounced or automatically replying emails don't end up in an endless loop.
- We've added logic to ensure that if the same email was received five times in the last 60 minutes, the system's auto-responder will cease generating these identical communications, breaking the loop and minimizing the amount of avoidable email traffic.
- Similar protections are in place that will detect when there have been five auto-replies to an email with identical Account Name and Subject within the last 60 minutes, the auto-responder will prevent any further identical communications from occurring.

Email Accounts Screen Changes

- A **Save Grid** option has been added to **Mailroom > Email Accounts**, so you can configure the grid to whatever works best for your workflow!
- We added three new columns to the grid that can be added or removed as needed:

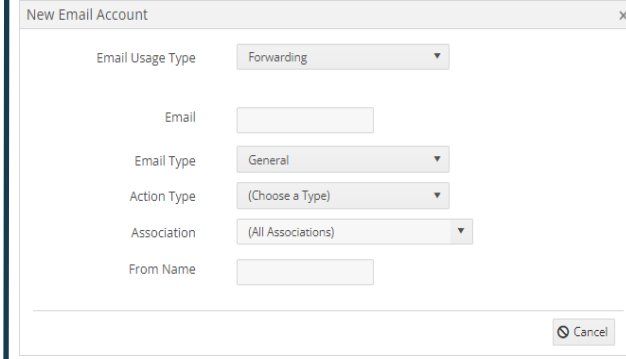


- **Email Usage Type:** This column was added since we've added a new Email Usage Type, **Forwarding!** We used to only have IMAP Access so the column would've been redundant in the past.
- **Forwarding:** This is the only new column enabled by default and will display a system generated email address created by the new Forwarding Email Usage Type.
- **From Name:** An optional field when filling out the Forwarding form, but this can be used to display as a custom **From Name**. *You'd use your association's name in this field for example so homeowners can easily recognize who the sender of the email is, as shown below.*

Author: Vantaca Myles <vantacabetatest@gmail.com>
 Sent To: Manager
 Test
 You don't often get email from vantacabetatest@gmail.com.

Email Forwarding

- The New Forwarding Email Usage Type gives you the ability to forward emails from your Gmail account and have an action item created in Vantaca with the content of the email!



Forwarding Settings

- You'll enter the Email you want to forward from and then configure the rest of the settings as needed per your specifications. Vantaca will automatically create a unique Forwarding email for you to use in Gmail. *This system generated email will not be able to be modified and is unique to each associated email.*

How do I set this up?

- The configuration steps will be easily accessible in our Vantaca Library by [Clicking Here](#) as soon as this new feature goes live with the May Release!