SendGrid Integration

> **i** This feature is only available from Claromentis 8.13.17

What is SendGrid?

Twilio SendGrid is a cloud-based email service with many features including reporting and API.
Claromentis uses SendGrid by default to deliver system emails from our SAAS (Software As A Service) infrastructure for many customers as part of the basic offering.

However, there are certain limits to what information we can share with individual customers.

https://sendgrid.com

What's the benefit of your own Integration.?

Having your own dedicated account with SendGrid allows you to access advanced features such as reporting and troubleshooting dedicated to you from the SendGrid portal.

Is there an additional cost?

Having your own account means you are signing up to your own API plan with SendGrid directly and you can find pricing information here.

How can I Integrate?

1. Sign up for an account via

https://signup.sendgrid.com/

There is a free account to try out with some limitations.

2. Create an API Key with at least "Mail" Permission

https://app.sendgrid.com/settings/api_keys

3. Set Mail Integration in Claromentis

> ⚠ WARNING! Please consult with one of our Support Team Prior to making these changes as you won't be able to restore the default configuration. This configuration affects all outgoing email messages from Claromentis. Changes to configuration take effect immediately.

Navigate to Admin > System > Mail

Set the server type: **SMTP**

Host: **smtp.sendgrid.net**

Port: **587**

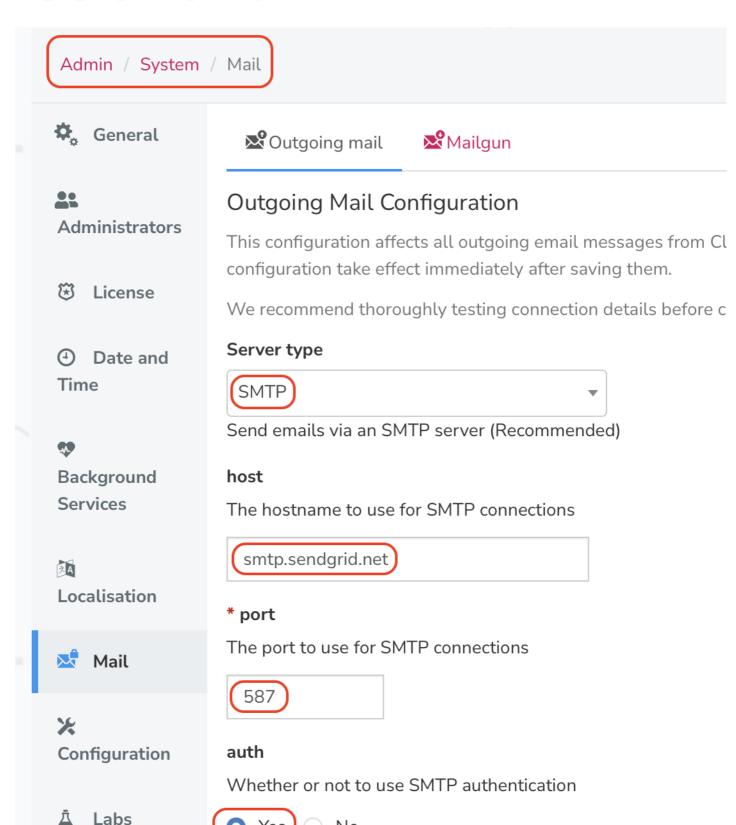Use authentication: **Yes**

Username: [**paste the API Key Name**]

Password: [paste the API Key Password]

Localhost: localhost

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Admin / System / Mail

⚙️ General

👥 Administrators

🛡️ License

🕐 Date and Time

💓 Background Services

🔤 Localisation

✉️🔒 Mail

🛠️ Configuration

⚗️ Labs

✉️ Outgoing mail   ✉️ Mailgun

Outgoing Mail Configuration

This configuration affects all outgoing email messages from Cl configuration take effect immediately after saving them.

We recommend thoroughly testing connection details before c

Server type

SMTP ▼

Send emails via an SMTP server (Recommended)

host

The hostname to use for SMTP connections

smtp.sendgrid.net

* port

The port to use for SMTP connections

587

auth

Whether or not to use SMTP authentication

🔘 Yes   ⚪ No

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Integrations

< > **Scripts**

🔑 **API keys**

🔀 **LDAP**

username 🛡️

The username to use for SMTP authentication

> API-KEY-NAME

password 🛡️

The password to use for SMTP authentication

> API-KEY-PASSWORD

localhost

The value to give when sending EHLO or HELO

> localhost

* timeout

The SMTP connection timeout. Default is 0 (no timeout).

> 0

verp

Whether to use VERP or not

○ Yes   ◉ No

debug

Whether to enable SMTP debug mode

○ Yes   ◉ No

persist

Whether or not the SMTP connection should persist over multi

○ Yes   ◉ No

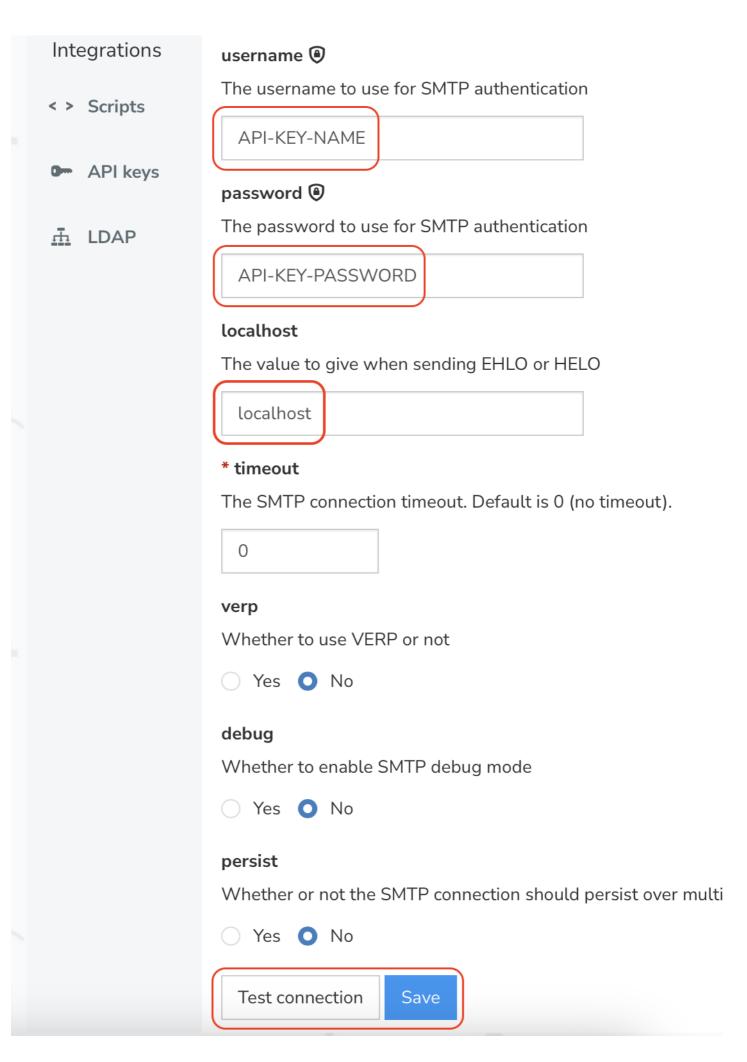[Test connection]   [**Save**]

4. Test Connection

Test the connection by clicking the [**Test Connection**] button

5. Save Configuration

Click [**Save**] to save the configuration.

How can I see email activity in SendGrid?

You can check email activity in SendGrid by visiting "Email Activity Feed" in SendGrid.

Find out more here

How can I track the email?

Using your own account, they could benefit from clicking and email opening tracking.

Read documentation