

## Technical specification Sending Email

Version 2019/04

This technical document describes how email is sent from Easy to Inspect.

Within Easy to Inspect, email is sent for the purpose of:

- 1) Sending a completed inspection report to the user (inspector)
- 2) Sending an action (request) report on a specific non-conformance to an Easy to Inspect user or specific person outside the Easy to Inspect userbase.

The technical implementation for both use cases is slightly different and will be explained below.



## Inspection reports



### Process

- 1) An inspection report is sent as an email message with a PDF report attached in two use cases:
  - a. Automatically when the user submits their inspection results with the App.
  - b. At request when the user selects the email option in the Results section in the Easy to Inspect website.
- 2) This email is by default send on behalf of [no-reply@easytoinspect.com](mailto:no-reply@easytoinspect.com) through the mailserver of our service provider.
- 3) An account wide setting is available to change this email address to a custom email address (e.g. from your domain)
  - a. See the Menu, My Company option and the section on "E-mail settings"
  - b. Default setting: empty

### Notes:

- Our domain can be added as a trusted domain to your mail server, to ensure that the result emails are delivered to your users.
- If you change the default sent-from address, please make sure that your company's mail server protection measures allow this.
- If you use the SPF protocol, please add [spf.interconnect.nl](mailto:spf.interconnect.nl) as a trusted address



## Non-conformance action reports



### Process

- 1) A non-conformance action report is sent as an email message with a PDF report attached when the Easy to Inspect user assigns a non-conformance to a specific person and clicks the sent-email button (envelope).
- 2) This email is by default sent on behalf of the current user through the mail server of our service provider.
- 3) An account wide setting is available to change this default, the email will then be sent on behalf of [no-reply@easytoinspect.com](mailto:no-reply@easytoinspect.com).
  - a. See the Menu, My Company, section “E-mail settings”
  - b. Toggle “Non-conformances are sent from the Easy to Inspect domain”; options Yes or No
  - c. Default setting: No

### Notes

- If you change the default setting, we advise that our domain is added as a trusted domain to your mail server, to ensure that the result emails are delivered to your users.
- If you use the SPF protocol, please add [spf.interconnect.nl](mailto:spf.interconnect.nl) as a trusted address.

