



A&T Back Office

Emails Checklist

This document provides a list of all the items that should be checked prior to sending automated emails on offer day, along with some troubleshooting advice. It should be read in conjunction with the *A&T v4 Admissions Offer Day Preparation Guide* document. Please note that some items are external to One, and may therefore need to be confirmed with the relevant server administrators.

In this document, the term “email service” might refer to the email service released with One Summer 2015 Service Pack 1 (3.57.100), the server it is installed on, or the application server (if using a version of One prior to 3.57.100).

Category	Owner / Location	Condition	Checked
All emails	Please check with your network / firewall administration team	The server must be able to see SMTP server through any firewalls on port 25 – confirm by generating an email to a test address. If you encounter problems, check with your network team or try to telnet SMTP server on port 25 from the application server.	<input type="checkbox"/>
All emails	Application Server CCS Server Config Tool Application Server Panels 4 & 11	The SMTP server address, port and username / password (if applicable) must be configured for the application server in panel 4. For emails other than A&T, a From email address must also be entered in panel 4. For A&T emails, a From email address must be entered in panel 11. We also strongly recommend adding a BCC address in panel 11.	<input type="checkbox"/>
All emails	Email Service	The email service must be installed and configured. For information on this process, see the <i>Installing the Email Service</i> technical guide, available from www.onepublications.com and My Account. The setup process includes the creation of a user within One. We recommend that this user has their password set to Never Expire .	<input type="checkbox"/>
All external emails	SMTP Server Admin	The SMTP server must be configured to allow the application server to act as a relay. If this is not the case, it is likely that internal emails to the BCC address and to parents whose email addresses are within the LA will be sent, but external emails will not. This can be tested by attempting to generate an email to an internal address and then repeating for an external address.	<input type="checkbox"/>
All bulk emails (e.g. A&T Offers & Reminders)	Application Server Windows Services	Integration service must be running. This should be checked on the day before a bulk email run is scheduled.	<input type="checkbox"/>
All bulk emails (e.g. A&T Offers & Reminders)	v4 Client Tools Administration Schedule Tasks	A scheduled task with an action of A&T Emails must exist. This task is usually set to run once a day. The task's next run time must be set to a point in the future. For each scheduled task, check that the Application Server field is populated and corresponds to a valid application server URL in the v3 client via System Administration LA Defaults – check the parameters named APP_SRVR_1 through to APP_SRVR_4.	<input type="checkbox"/>
All bulk emails (e.g. A&T Offers & Reminders)	SMTP Server Admin	The SMTP server must be configured to allow the application server to send large quantities of emails in a short timeframe.	<input type="checkbox"/>



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All bulk A&T offer emails for a specific transfer group	A&T v4 Back Office Process Transfer Groups <select group> Students Offers Processing.	<p>Publish Offers Online must have been run for the transfer group.</p> <p>Publish Offers Online is only available once Resolve Offers has been run on the transfer group.</p> <p>Resolve Offers is only available once Make Offers has been run for the transfer group.</p>	<input type="checkbox"/>
All bulk A&T offer emails for a specific transfer group	A&T v4 BO Process Transfer Groups <select group> E-App Settings AND Administration Applications Reminder Email Scheduling	<p>Publicise Date + Days After Publicise Date for Offer Email = the current date.</p> <p>We recommend setting Days After to 0 and Publicise Date to the offer date.</p> <p>This is checked in the <i>OfferEmailsDataCheckv3.rpt</i> report.</p>	<input type="checkbox"/>
Individual Offer Email (sent as part of the bulk process)	Checked in the report <i>OfferEmailsDataCheckv3</i> Field: student.active = 'T'	Student must be active.	<input type="checkbox"/>
Individual Offer Email (sent as part of the bulk process)	Checked in the report <i>OfferEmailsDataCheckv3</i> Field: at_application_form.alloc_email_notify = 'T'	Online application must have the Notify by email check box selected.	<input type="checkbox"/>
Individual Offer Email (sent as part of the bulk process)	Checked in the report <i>OfferEmailsDataCheckv3</i> Field: at_application_form.email_sent = 'F'	Email sent flag for the application must be 'F'.	<input type="checkbox"/>
Individual Offer Email (sent as part of the bulk process)	Checked in the report <i>OfferEmailsDataCheckv3</i> Field: transfers.withdrawn = 'F'	The back office application must not be marked as Withdrawn .	<input type="checkbox"/>
Individual Offer Email (sent as part of the bulk process)	Checked in the report <i>OfferEmailsDataCheckv3</i> Field: at_application_form.submit_status	Online application must have a submission status of SubmittedForFirstTime or Resubmitted .	<input type="checkbox"/>
Individual Offer Email (sent as part of the bulk process)	Checked in the report <i>OfferEmailsDataCheckv3</i> Field: public_users.email_address & public_users.is_email_confirmed	Email Address must be confirmed and not null.	<input type="checkbox"/>
Individual Offer Email (sent as part of the bulk process)	Checked in the report <i>OfferEmailsDataCheckv3</i> Field: choices.allocate_flag	There must be an offer (YAOP – Allocated, Accepted, Offered or Provisionally Allocated) for a base other than the No Application or No Offer base in Back Office.	<input type="checkbox"/>
Individual Offer Email (sent as part of the bulk process)	Checked in the report <i>OfferEmailsDataCheckv3</i> Applications that do not meet this criteria will not appear on the report.	The child must exist in GP_STUDENT. This is implicit if an online application exists and has been matched.	<input type="checkbox"/>



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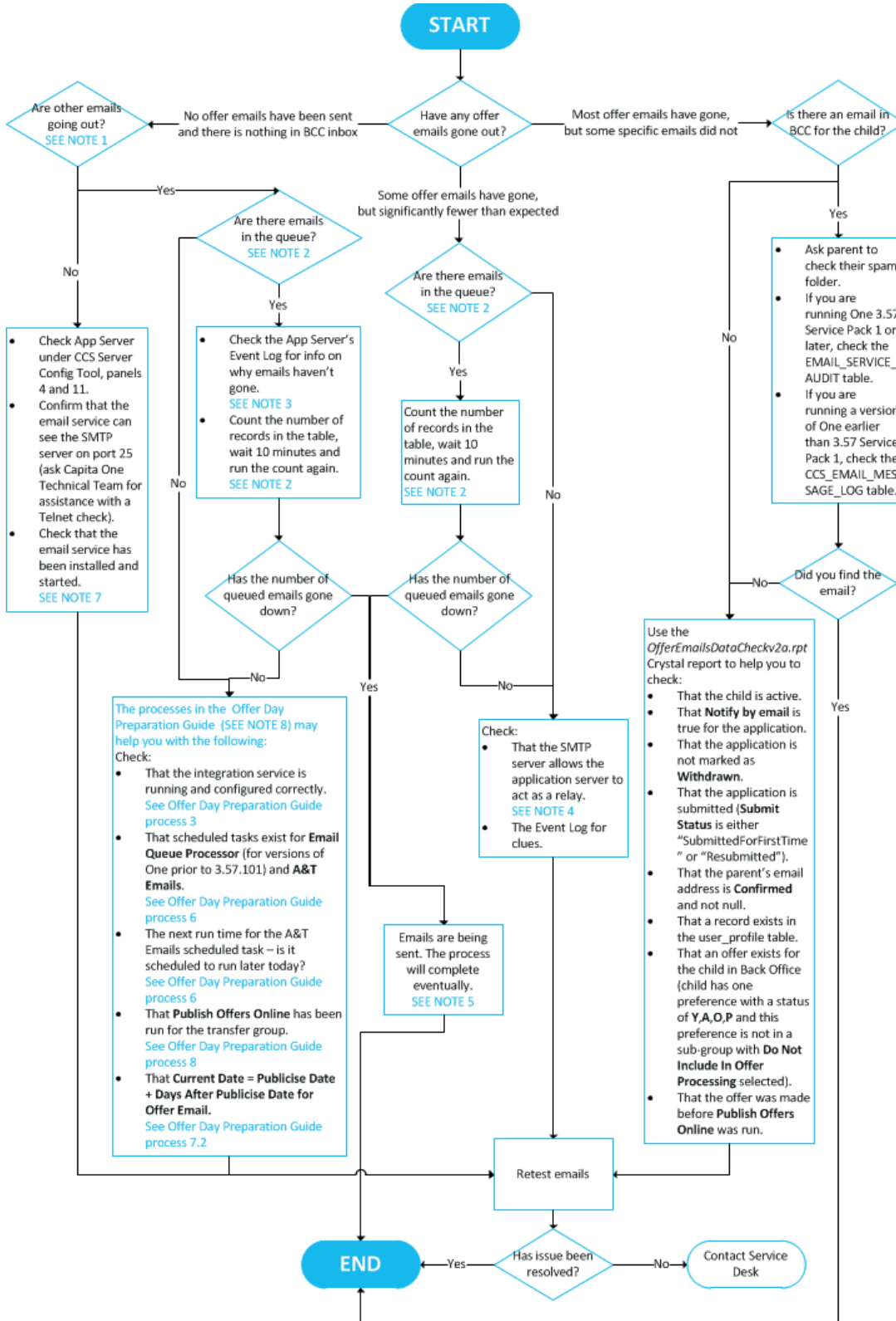
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Individual Offer Email (sent as part of the bulk process)	Checked in the report <i>OfferEmailsDataCheckv3</i> Children not in GP_STUDENT will not appear on the report. Field: GP_STUDENT. MAPPED_STUD_ID	A record for the applicant must exist in both public_users and in user_profile. This is implicit if an online application has been made.	<input type="checkbox"/>
Individual Offer Email (sent as part of the bulk process)	Checked in the report <i>OfferEmailsDataCheckv3</i> Field: at_application_form. inactive = 'F'	The child's online application must be active.	<input type="checkbox"/>



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If Some or All Offer Emails Do Not Send:



Notes:

1. Try to generate a Registration Confirmation or Password Reminder email to confirm whether emails are sending.
2. Check the email address for in the first record in the queue - the *EmailQueueCheck* Crystal report can help with this.
3. Possible causes include a dropped connection between the application and email servers, or having three or more malformed destination email addresses.
4. Without this setting, emails are only sent to internal addresses within the LA.
5. If the number of emails in the queue is going down slowly, check that the SMTP server is not set to slow down in response to a perceived spam attack ("tarpitting").
6. Contact the One Service Desk if you have problems following any of the steps detailed in this process flow.
7. For more information on this process, see the *Installing the Email Service* technical guide, available from www.onepublications.com and My Account, and the text of KB-421749.
8. The *Offer Day Preparation Guide* is available from www.onepublications.com and My Account.