

# Sign-up /Setup for SendGrid

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Your ATOM software will send email notifications to your clients directly from your database for automated emails, batch emails, or even manually sending emails. However, ATOM does not have an email server, so the included email functions are only 1-way, meaning clients can receive your emails but cannot reply. For this reason, we searched for a third-party integration that would allow your customer's responses to arrive inside ATOM while fully logging your correspondence inside your database. You can now add the ATOM email features with SendGrid.

## What is SendGrid?

SendGrid (owned by Twilio) is a customer communication platform for transactional and marketing email. We teamed up with them towards the end of 2019 to offer our clients a better emailing experience. SendGrid allows your ATOM Software site to send emails to which your clients can respond. Their replies will arrive on your ATOM Homepage while simultaneously storing messages in their client file, so they're always traceable.

**IMPORTANT NOTE:** SendGrid is a third-party application; therefore, attachments and screenshots are **NOT** supported. Documents and images should still be sent through the secure ATOM Client Portal.

## Signing up for SendGrid

Signing up for SendGrid is simple. Contact ATOM Support to let us know you are ready to add it to your software, and we will do it for you! SendGrid costs \$100 annually or \$10 each month for those on a monthly contract. ATOM pricing is done by calendar year, so we are happy to prorate the SendGrid price for the remainder of your subscription year. Upon payment, we will contact our programmer to set up the SendGrid functionality in your software.

## Your ATOM SendGrid Email Address

The email address you will use for SendGrid is the ATOM email address we created for you when we initially created your ATOM software. Typically, it is your business name, then @atomanager.com. With SendGrid, it is almost the same, except the domain changes to @parse.atomanager.com. If you want to change the "name", you can let us know at the time of your setup, but the domain cannot be changed.

**NOTE:** Your ATOM Email Address is the only way to successfully deliver messages to your ATOM site. You should be aware that some Auto-Forwarding rules or even Carbon Copy functions will mask the address from being part of the original "To:" address list. *You'll want to train your clients to include your email in their emails' original "To:" section.*

Remember that you can reach out to us for any question or assistance!

**Call or Text:** 517-940-8745 | **Fax:** 517-858-2418 | **Email:** [ATOM\\_Software@parse.atomanager.com](mailto:ATOM_Software@parse.atomanager.com) |

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