How to configure SMTP settings to send emails from TDO

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Note: For TDO 12.290 and higher, please see this article for instructions on configuring SMTP server settings.

Overview

In order to have email sent from TDO (Letters, Organizer, etc) you must configure your SMTP Settings in TDO. Your SMTP setting will depend on your email provider.

You will need an SMTP Server, email address, username, password and sometimes additional information like port and encryption. If you have additional questions about your SMTP setting, please ask your IT or your Internet provider.

Detailed Instructions

Please follow the instructions on How to Setup SMTP settings for emails

Detailed instructions how to enter the SMTP settings in Version 11 of TDO:

- Go to TDO Administrative menu
- Click on Edit control table
- Select Network Settings tab
- Enter your SMTP server settings
- In case you just need to print a letter and do not need to send emails from TDO, just enter a fake SMTP server name: your.smtp.server

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For offices in V12 and Higher:

- Setup Tab
- Site Configuration
- Add/Edit Practice & Doctor Email

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Office 365 Message Encryption (OME)

TDO has been tested and works with Office 365 Message Encryption service. Just configure the SMTP settings in TDO with the Office 365 settings (LINK). If there are any specific mail flow rules in place, letter templates can be configured to automatically generate the keyword to trigger the rule.

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