

Email

Several PhotoCompSoftware programs send messages on your behalf. These are sent from your computer using the PhotoCompSoftware mailserver. The recipients see a “from” address of the form orgID@photocompentries.net, where *orgID* is your organisation code. If they reply to this address, their message is redirected to an email address or addresses that you supply in “Email settings”.

The PhotoCompSoftware programs maintain a log of emails sent.

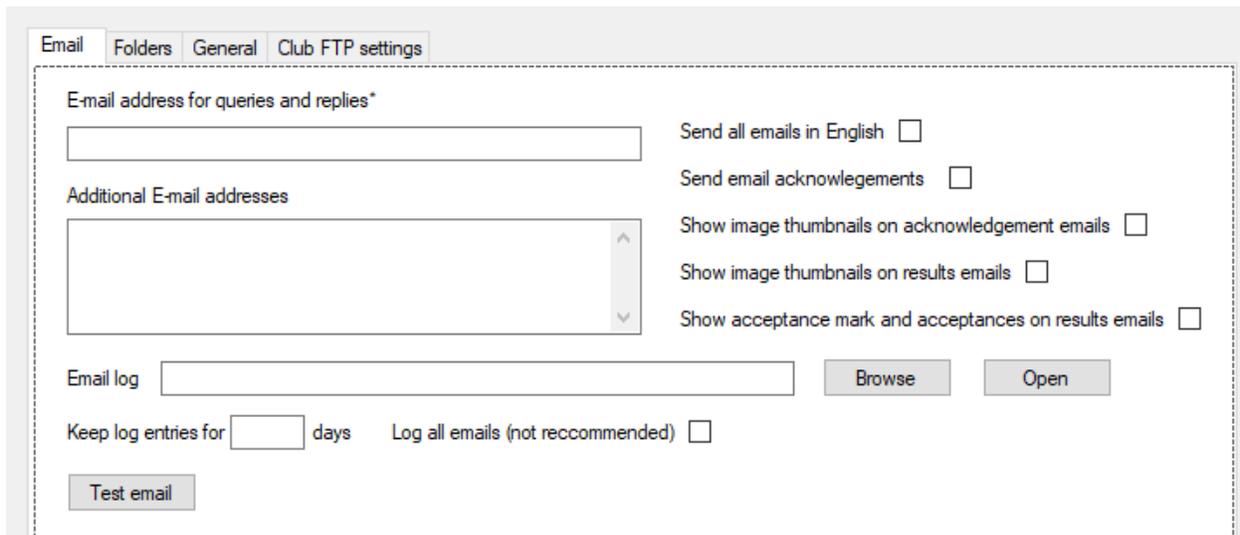
There are three type of email:

- Messages that are substantially the same for each recipient, such as invitations to enter and reminders
- Messages that are unique to individuals, but where you can find the content using the programs. Examples are results emails (where you can look at an individual’s results) and acknowledgements (where you can look at their entries)
- Messages that you compose to an individual

All messages that fail to send are recorded in the log. For the first two types of messages, only the type of message and the number sent are recorded by default.

For the third type, the log shows the time the message was sent and the subject. If you want a copy of the message, you can tick a “copy me” box when sending the message.

You set the email options in the “Email” tab of PhotoCompCreator/PhotExCreator Settings.



The screenshot shows the 'Email' settings tab with the following options:

- E-mail address for queries and replies***: A text input field.
- Additional E-mail addresses**: A list box with up and down arrows.
- Email log**: A text input field with **Browse** and **Open** buttons.
- Keep log entries for**: A text input field followed by **days**.
- Log all emails (not recommended)**: A checkbox.
- Send all emails in English**: A checkbox.
- Send email acknowledgements**: A checkbox.
- Show image thumbnails on acknowledgement emails**: A checkbox.
- Show image thumbnails on results emails**: A checkbox.
- Show acceptance mark and acceptances on results emails**: A checkbox.
- Test email**: A button.

Enter one or more addresses where email sent to *orgID@photocompentries.net* will be forwarded

If you have already set up the email log you can open it with the “Open” button – otherwise select a location for this .txt file with the Browse button.

Log entries are kept for 60 days by default. You can change this by typing in the box. If you clear the box or type a zero, PhotoCompSoftware programs will not delete them. You can manage the email log with Notepad or similar, and delete lines that are no longer relevant. You can also delete the file to clear all entries (a new one will be created automatically when needed).

As described above, individual log entries are not made for batches of messages that are substantially the same unless they fail. You can override this by ticking the “Log all emails” box.

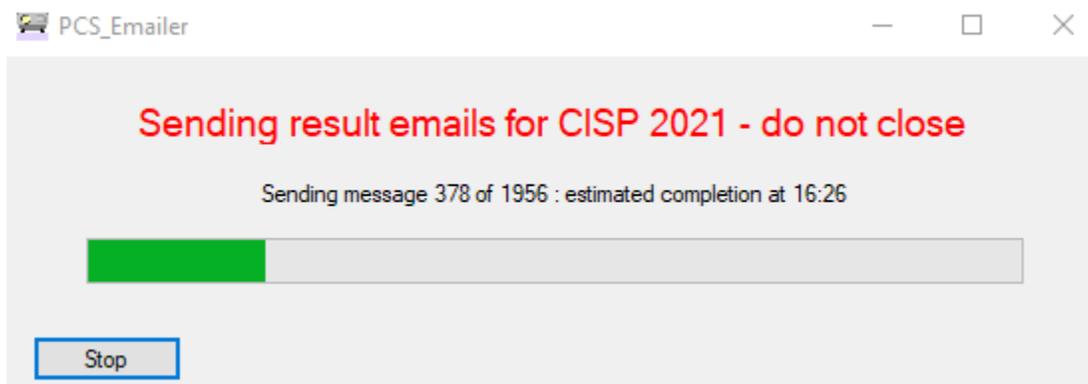
The options on the right control the contents of the emails.

Clicking “Test email” causes a message to be sent to you at orgID@photocompentries.net.

Sending emails

When you tell a PhotoCompSoftware program to send invitations, reminders, acknowledgements or results, they are sent by a separate program, PCS_Emailer.exe, that starts automatically on your machine. You can continue to do other tasks with the PhotoComp or PhotEx program you were using, or close it and do something else.

The PCS_Emailer program shows you how the sending of messages is progressing, and closes when all the messages have been sent. After 10 messages have been sent, the estimated time of completion is shown. If the program ends unexpectedly before all the emails are sent, you should examine the log to see what has gone wrong.



You can minimise the PCS_Emailer’s window or move it to another location on your screen, but closing it will stop remaining emails being sent. Clicking “Stop” also halts the sending process. You will then be asked if you want to delete the remainder of the email batch.

If PCS_Emailer has stopped, you can restart it again from the “Utilities” tab of the Launcher. You will then see any incomplete batches of emails, and clicking “Send” will cause the batch to continue where it left off. You can also delete the remainder of the batch and start again. The email log will show the last successful recipient.

Sending batches of emails can take a long time. For example, sending 2000 results emails with thumbnail images takes about an 90 minutes. The actual time taken depends on the speed of your internet connection and the vagaries of the World Wide Web.

Email errors

Messages that fail due to an invalid address are recorded in the log. If one of more failed messages were being sent by the emailer, the log will be opened automatically when the batch is complete. If they are being sent by another PhotoCompSoftware program, a message will be displayed at the time the email is sent.

Errors that are detected by the email server, such as non-existent addresses, are not reported to the sending program, so are not recorded in the log. Instead the email server sends a message to *orgID@photocompentries.net* from where it is forwarded.