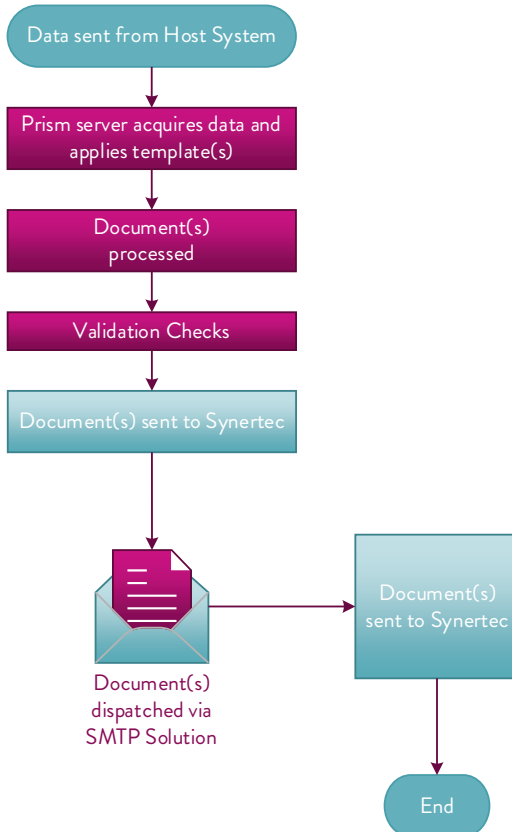# SMTP Relay Overview

Synertec have integrated with emailing functionality known as SMTP Relay. The solution enables Prism to send emails on behalf of your current office 365 accounts. This removes the requirement for Outlook (on the Prism server) or using the customer's Exchange infrastructure to do so.

The below flowchart outlines how the SMTP Relay works:

SMTP Solution Steps

Please follow the below NHS Support link which shows the steps that you need to follow in order to make sure your NHS.net account is ready for SMTP.

https://support.nhs.net/knowledge-base/application-account-conversion/

Benefits

There is no change to the way our customers send documents to Prism, or how document routing is determined, the only difference is that emails are sent via the SMTP Relay function, which has the following benefits:

- Projects can be completed in less time as there is no requirement for Outlook licencing
- Email failures can be reported immediately to customers as there will be no processing stalls when using Outlook
- Synertec support teams can focus on the calls that make a difference due to vastly reduced email related support calls generated on our end

Intended Audience: Synertec Limited customers, employees, and any interested 3rd parties.