# Email/Document Sync Instructions

The email/document sync can apply an email from your current email program (Outlook, Gmail, etc.) to the correspondence and document section on the job!

An email address has been setup for your company and will need to be used for the email/document sync to work. *Sample Email Address:* training@servicesoftwareinc.com training equals the beginning of the Restoration Manager URL. *Example Restoration Manager URL: training.restorationmanager.net*
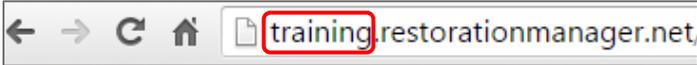
How the integration service works:

1. The email must be sent from the email account that was added to your Restoration Manager employee record, this is typically your company email address. The service will fail if you're using a different email address; if you're unsure what email address was applied to your employee record please check with your administrator of Restoration Manager.
2. Choose the email that you would like sent to the job select reply or forward. The Service Software email address that was setup for your company will need to be added in one of the following fields ***To, CC or BCC***.
3. The Job ID must be included in the subject line followed by a comma (,) then a space only if the email will contain a subject. If the email will not have a subject then the Job ID is the only requirement.
   *Examples of the email subject line format*
   - *With a Subject: 19-102RCON, Reconstruction Estimate*
   - *Without a Subject: 19-102RCON*
   Note: The details after the comma in the email subject are added to the Job Correspondence Subject.
4. Click Send

Email with Document attached:

Note: Multiple documents can be attached however the maximum size (total documents) allowed is 10mb. If the 10mb limit is exceeded the documents will not upload.
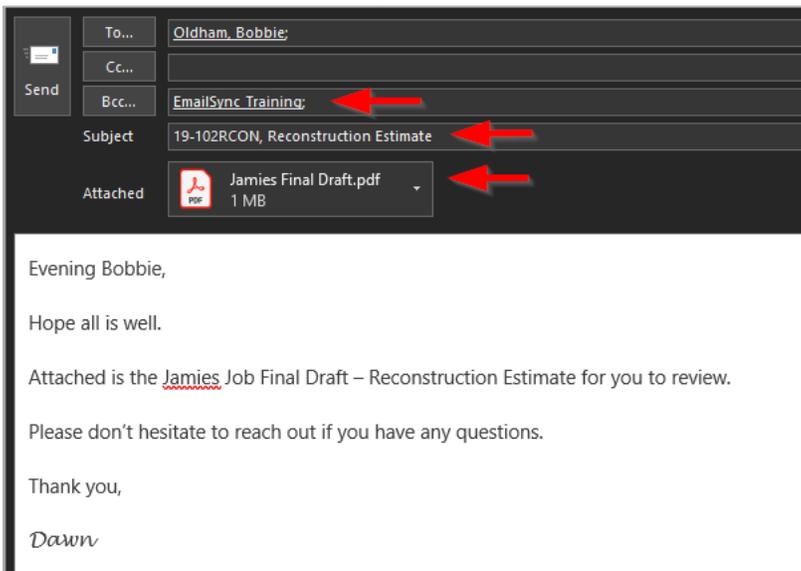
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Sample of the Job Correspondence:
When: *Date and time the email was sent*
Type: *Email*
Subject: *Subject of the Email (if applicable) otherwise it will state Email Generated Correspondence if the Job ID was the only information in the subject line.*
With: *The email address the email was sent to*
By: *The individual that sent the email*

Sample of Job Documents and/or Pictures:
Title: *Subject of the Email*
Description: *Subject of the Email along with the Date & Time the email was sent*