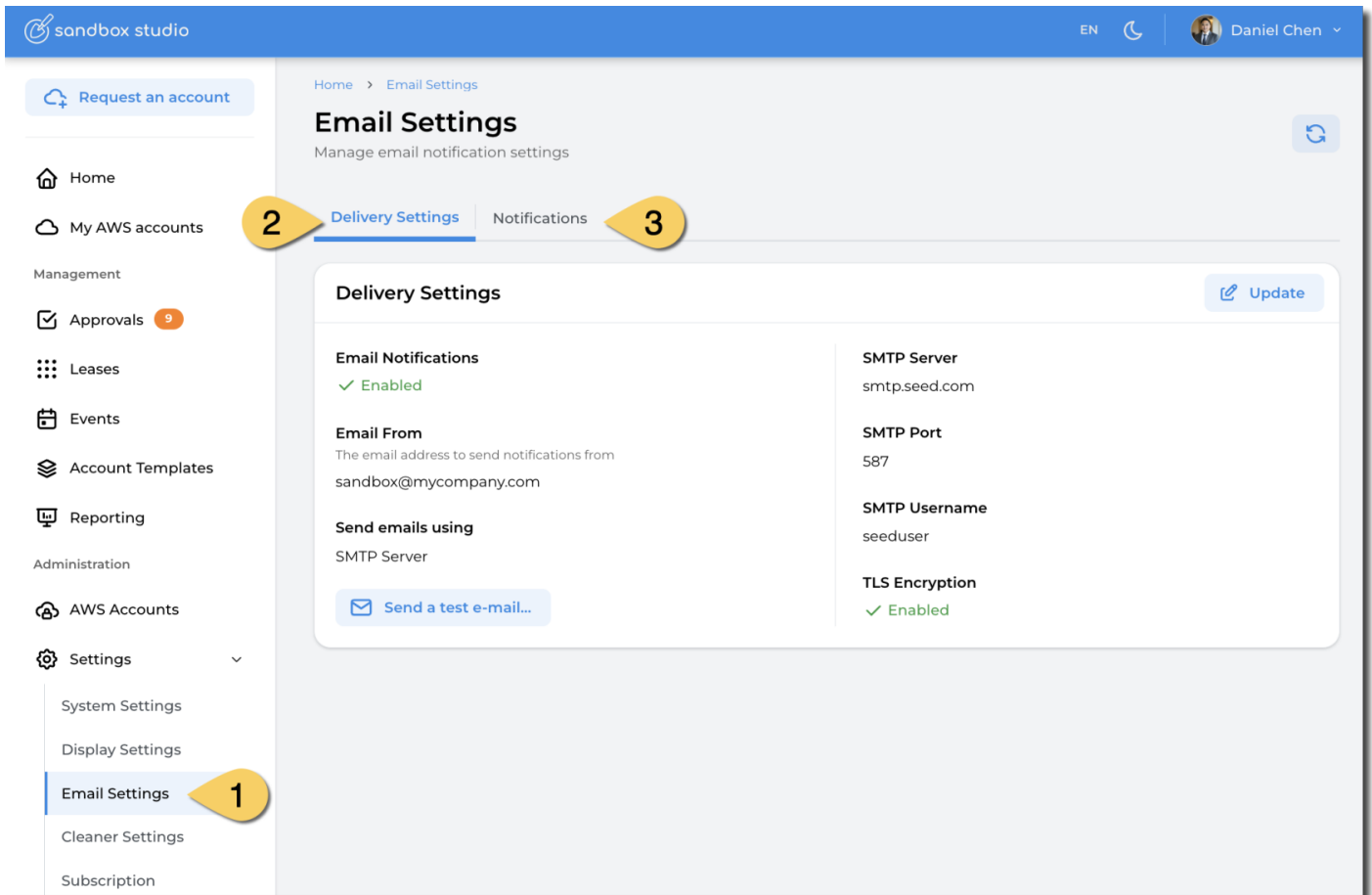


Email Settings

As an Administrator you have control over what and how notifications are sent. From the left hand menu, select **Settings > Email Settings (1)**:



Two tabs are available:

2. **Delivery Settings:** Allows to configure how emails are sent, either through Amazon Simple Email Service (SES) or through a standard SMTP server.
3. **Notifications:** Allows to select what notifications are sent to users, managers or approvers. In the current version of Sandbox Studio, this settings applies for all users.

Delivery Settings

Configure SMTP server

Update Delivery Settings ✕

Update email delivery options

Basic Settings

Enable Notifications
Do you want to receive email notifications from Sandbox Studio?
 Yes

Email From *
The email address to send notifications from

Email Service *
Which service do you want to use to send emails?
 Amazon SES
 SMTP Server **1**

SMTP Settings

SMTP Server *
The SMTP server hostname or IP address for sending emails
 2

SMTP Port *
The SMTP server port number (typically 25, 465, or 587)
 3

SMTP Username *
The username for SMTP server authentication
 4

SMTP Password
The password for SMTP server authentication
 5

Use TLS
Use TLS/SSL encryption for SMTP connection?
 Yes **6**

1. Select SMTP Server
2. Set the SMTP Server address
3. SMTP Port
4. SMTP Username
5. SMTP Password
6. Use TLS for authentication

Configure Simple Email Service (SES)

Update Delivery Settings

Update email delivery options



Basic Settings

Enable Notifications

Do you want to receive email notifications from Sandbox Studio?

Yes

Email From *

The email address to send notifications from

sandbox@mycompany.com

Email Service *

Which service do you want to use to send emails?

Amazon SES

1

SMTP Server

To use Amazon SES, you must have an authorised identity set up in your hub AWS account.

For SES to work, you need to have a verified identity in your SES environment in the Hub account. More details here: <https://docs.aws.amazon.com/ses/latest/dg/verify-addresses-and-domains.html>

This verified identity needs to:

- Be able to send e-mails from the "Email From" e-mail address
- Be able to send e-mails to the Sandbox Studio users

We recommend having a domain verified identity and have your environment out of the SES Sandbox. <https://docs.aws.amazon.com/ses/latest/dg/request-production-access.html>

Notifications

In the notification tab, you can select the notifications you want Sandbox Studio to send. Those notifications can be for leases lifecycle (Lease created, lease shared, ...), for events (Event created, event started, etc.) but also for administrative tasks (ie: account failed setup, or account failed cleanup)

Email Settings

Manage email notification settings

Delivery Settings

Notifications

Account Management Notifications

Emails related to AWS account status and maintenance issues

- Account Resource Cleanup Failure**
Sent when the automatic cleanup of AWS resources in an account fails and requires manual intervention
- Account Configuration Drift Detected**
Sent when an account's configuration has deviated from the expected state
- Account Configuration Drift Resolved**
Sent when a previously detected account configuration drift has been automatically resolved
- Account Configuration Drift Unresolved**
Sent when a detected account configuration drift could not be automatically resolved and requires attention
- Account Not in Correct OU - Issue Resolved**
Sent when an account was detected outside its designated Organizational Unit but has been automatically moved back
- Account Not in Correct OU - Issue Unresolved**
Sent when an account is detected outside its designated Organizational Unit and requires manual intervention

Sandbox Lease Status Updates

Notifications about sandbox account lease requests and status changes

- New Sandbox Account Request**
Sent to approvers when a user requests a new sandbox AWS account
- Sandbox Account Request Approved**
Sent to the requester when their sandbox account request has been approved
- Sandbox Account Request Denied**
Sent to the requester when their sandbox account request has been denied
- Sandbox Account Ready for Use**
Sent when a sandbox account has been fully provisioned and is ready to use
- Sandbox Account Access Resumed**
Sent when a previously locked sandbox account has been reactivated
- Sandbox Account Access Shared**
Sent when an account is shared with a user
- Sandbox Account Access Unshared**
Sent when an account is unshared from a user
- Lease owner change - To new owner**
Sent to new owner of the lease on ownership change

In this version of Sandbox Studio, the modifications on the notifications will apply for ALL users. eg: if you disable the notifications for leases, no user will receive notification for when leases are created.

Revision #6

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