

System emails

There are two basic types of emails sent by the system: automatic notifications and custom-created emails, normally sent to several users.

Note: *Inactive* users will never receive system emails.

Automatic job information emails

Forum updates and Inbox / Support events will typically result in automated email notifications to the user(s).

In the following cases, automatic emails will also be sent. They contain a summary of the information usually relevant for this kind of notification and cannot be edited by the project manager. If a person is assigned several jobs which are the subject of a notification, a single email will be sent, summarising the information.

- When a job is completed by the assigned user, causing a status change, the system will look for a child job (which would now be open for work).
 - If one or more are found, all **owners of those child jobs will be automatically notified** by email.
- When a **job is reopened** for additional work.
 - This happens when a job is set to "Proofing-type" and the job owner selects "not approved" on status change.
- When a project manager uses the function to request [job confirmations](#) from assigned users from the joblist page.
- When a project manager uses the function to alert matching users about work in the [Shark tank](#) from the joblist page.
- Custom notifications can also be set for specific users, about for example:
 - New projects/orders
 - Status changes on projects where they are the project manager

Hi, Example LSP Inc

Job Awaiting Corrections: Template creation [W 25fps] 5EN

Project title: W 25fps

Job type: Template creation

Job id: 54 **Part number:** 5 **Language:** English

Bulk emails from People page

Bulk email can be sent from the **People** page, targeting every user that matches the current filter. Email content can be created from scratch in the message window, or you can create an email template under **Tools & Data** to quickly reuse common messages.

How to use:

- Go to People
- Filter out relevant recipients
- Click "Email users"
- Compose your message (or load a template)
- Submit
 - Optionally, you can send a test email to a specified address first, to check the message's appearance in your email client before sending it to multiple users.

Email users

Send to (required)

- Client user - Acme
- Example Freelancer (NO)
- Example Freelancer (SE)
- Example Freelancer II (SE)
- Example LSP Inc
- Example Vendor AB
- Finance manager
- Limited project manager
- Workbench user
- Client company resource - Acme

Clear all Select all

Load template

— N/A —

Email header (required)

An important update

Email body (required)

Heading 2 B I [color picker] [background color picker] [bulleted list] [numbered list] [decrease indent] [increase indent] [link] [unlink] [source code] [help]

Hello all

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