

# 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.

The screenshot shows the 'Email users' interface with the following components:

- Send to (required):** A list of selected recipients including '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', and 'Client company resource - Acme'. There are 'Clear all' and 'Select all' buttons at the bottom.
- Load template:** A dropdown menu currently set to '— N/A —'.
- Email header (required):** A text input field containing 'An important update'.
- Email body (required):** A rich text editor with a toolbar containing icons for undo, redo, heading selection (currently 'Heading 2'), bold, italic, text color, background color, bulleted list, numbered list, indent, outdent, link, unlink, source code, and help. The body text is 'Hello all'.

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