

Subscribing to event-based e-mail notifications

You can subscribe yourself or other users to e-mail notifications about events that relate to jobs.

Requirements: To subscribe other users to events, you must have an administrative role that includes the Manage Access and View Users rights.

- 1. Perform one of the following actions:

For customer users	For staff users												
1. If necessary, open the Edit Customer User window: <table><tr><th>If setting up email notifications for</th><th>Do this</th></tr><tr><td>Yourself</td><td>On the toolbar, click your user name.</td></tr><tr><td>Another user</td><td>a. On the home page, click Administration. b. In the Administration area, click Users. c. Right-click the user's name.</td></tr></table>	If setting up email notifications for	Do this	Yourself	On the toolbar, click your user name.	Another user	a. On the home page, click Administration . b. In the Administration area, click Users . c. Right-click the user's name.	1. If necessary open the Edit Customer User or Edit Staff User window: <table><tr><th>If setting up email notifications for</th><th>Do this</th></tr><tr><td>Yourself</td><td>On the toolbar, click your user name.</td></tr><tr><td>Another user</td><td>a. On the home page, click Administration. b. In the Administration area, click Users. c. Right-click the user name.</td></tr></table>	If setting up email notifications for	Do this	Yourself	On the toolbar, click your user name.	Another user	a. On the home page, click Administration . b. In the Administration area, click Users . c. Right-click the user name.
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- 2. In the left pane, select **Email Subscriptions**.
- 3. Clear the **Disable Event Notifications** check box.
- 4. Perform one of the following actions:

For customer users	For staff users
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Beside each event listed in the **Admin Events** and **Job Events** areas, specify whether you want to be notified. Use the following definitions:

- **My Customers:** Click this option to be notified when the administration event occurs.
- **All Jobs:** Click this option to be notified when the job event occurs.
- **None:** Click this option to receive notification only for events in jobs for which you are the Job CSR.

In the Subscribe to Email Notifications dialog box beside each event listed in the **Admin Events** and **Job Events** areas, specify whether you want to be notified and for which customers you want to be notified. Use the following definitions:

- **All Customers:** Click this option to be notified when the event occurs in any customer account in the system.
- **My Customers:** Click this option to be notified when the event occurs in the customer accounts for which you are the Customer CSR.
- **None:** Click this option to receive notification only for events in jobs for which you are the Job CSR.

5. Click **Update**.