

Managing Email Alerting

Central management of alerting is available to the Master Admin user. All other system users can manage their own alert subscriptions depending on what alerts are made available to them.

- From the Admin drop down select 'View Email Alerts'. This will list a summary of all available email alerts.

Only User alerts can be subscribed to. Global alerts are triggered without any specific permission settings.

Select any available alert to show details and set permissions for the alert chosen.

Depending on the Alert details, the following options are available for modification:

- **Subscribable by:** This setting will determine what user level has access to choose to subscribe or unsubscribe from an alert
- **Alert From:** You can specify the sender email address for this alert
- **Alert Subject:** You can specify the email alert subject line

You can also 'Force' a subscription for any user to any alert. This is useful when you would like to make sure certain users won't unsubscribe themselves from alerts.

For example, let's say you wanted to make sure all Master Techs receive the 'Service Identifier – New' alert:

1. Edit the 'Service Identifier – New' alert
2. Change the 'Subscribable By' field to 'Not Master Tech' and submit
3. Click on the 'View Users' link
4. Select the appropriate Master Techs and submit

Subscribing to Email Alerts

- From the Admin drop down select 'My Alerts'. This will list a summary of all available email alerts you can select to subscribe to

The 'Send Self Initialized' link is an optional field that allows you to choose whether to receive emails for the selected alert which are self initialized. If you don't wish to receive emails for specific alerts that you triggered – toggle the link to 'No'.