



Email Notification User Guide

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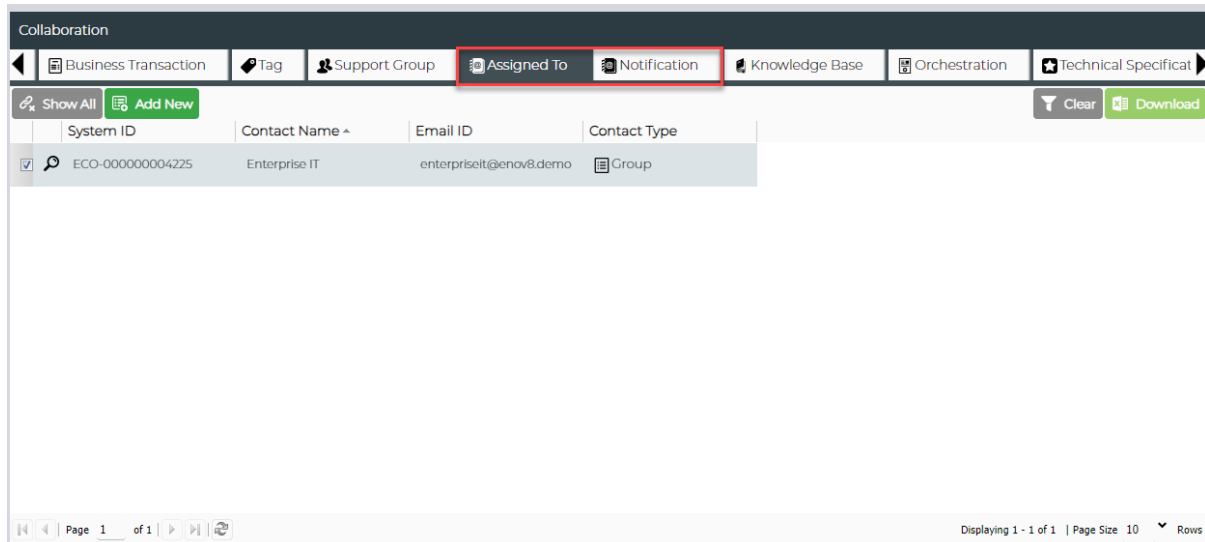
Email Notification Fundamentals

In this user guide, we are going to discuss about email notifications and how these are triggered and who are the target recipients.

In ecosystem, users and groups can be defined as part of Access Management. As part of out of box capabilities, users can be added as part of access management and these users can be grouped together by creating “Groups”.

All objects in ecosystem have “Assigned To” & “Notification” properties. Users & Groups can be attached to these properties which define the scope of these objects.

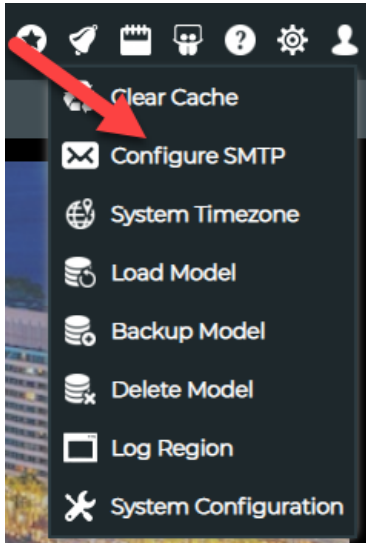
- **Assigned To** property defines the users and groups which will have edit rights on the object they are attached to along with their role definitions. All the users including the users in the group who are attached to Assigned To property will receive email as part of any creation or update of the object they are attached to.
- **Notification** property defines the users and group of users which needs to be notified whenever there is any update to the object they are attached. Please note that the users attached as part of notification property doesn't have any edit access to the object.
- **System User / Creator** user who created the object will also receive email notification on any update to the object.



System ID	Contact Name ^	Email ID	Contact Type
<input checked="" type="checkbox"/> ECO-000000004225	Enterprise IT	enterpriseit@enov8.demo	Group

Email Configuration

In order to configure and enable emails in ecosystem, SMTP details needs to be configured. "Configure SMTP" module can be accessed by clicking on the setting icon on top right corner of the application.



EcoMail Setup

SMTP:

SMTP Port:

System Email ID:

System Sender Name:

SMTP User:

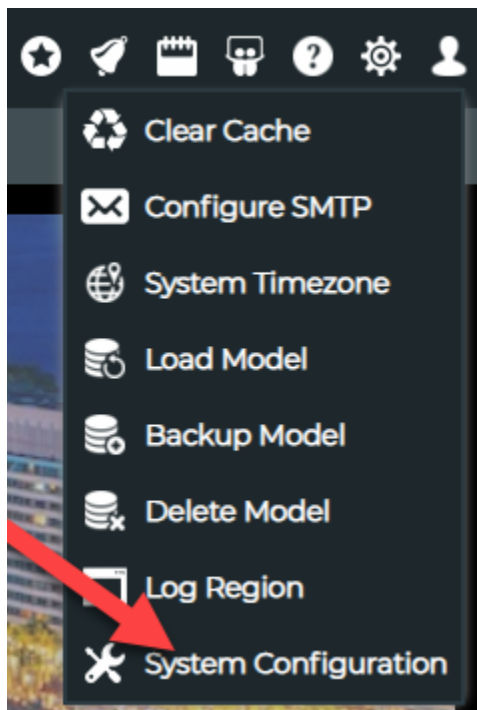
SMTP Password:

SMTP Secure:

EcoSystem Admin Group:

- **SMTP Server**- SMTP Server Details
- **SMTP PORT** - Port
- **Email Address** – Email Address to be used for “From” field
- **SMTP User** – User required to authenticate (Required only if SMTP is secure)
- **SMTP Password** – Password required to authenticate (Required only if SMTP is secure)
- **SMTP Secure** – True/False

Once the email server details has been setup, the next steps are to configure the Classes for which emails should be generated. This can be configured by “System Configuration” module via top right setting icon.




Configuration

Application	System	License	Version
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Multi Organisation: Workflow:

Banner Message: Environment:

Date Format: Quick Editor:

Mail Class: 

Alert Class:


Search Class:

Select the classes in the “Mail Class” section for which email needs to be enabled. For Class Definitions, please refer to “Class Definitions” section in admin user guide.

Email Unsubscribe

In ecosystem, users have the capability to unsubscribe from the email notifications. This unsubscription capability can be used at 2 levels.

- Individual Object Level – User can unsubscribe/opt out themselves to receive emails for a particular object. To unsubscribe from a particular object, simply click on unsubscribe button in the email footer.




SystemInstance: MIS (ST)	
Updated By:	DEMO ADMIN USER (Admin)
System ID:	ECO-00000005445
Resource Name:	MIS (ST)
Status:	■ InOperation
System:	MIS
Environment:	ST Env
Support Group:	Environment Team
Assigned To:	Enterprise IT

This message has been auto generated by ecosystem at 24-03-21 01:40:17

If you would like to opt out of email notifications for this object, click [here](#) | If you would like to opt out of all SystemInstance email notifications, click [here](#)

- Class Level – Users can also unsubscribe/opt out themselves to receive emails for a particular class. For example a user can opt out from receiving emails for Bookings. To unsubscribe they can either click on the link in the email received or can go to Unsubscribe section in ecosystem in their login profile section.

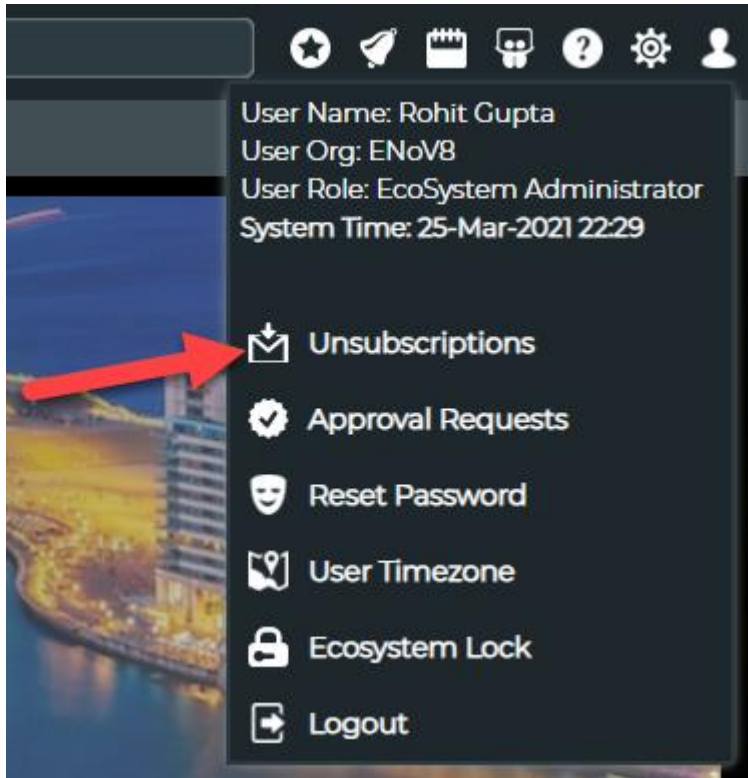


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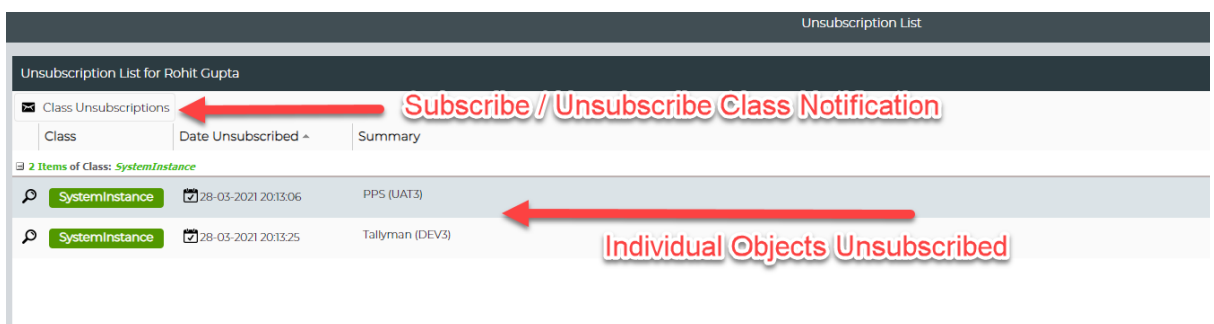
If you would like to opt out of email notifications for this object, click [here](#) | If you would like to opt out of all SystemInstance email notifications, click [here](#)

Users can also manage their subscriptions via “Unsubscriptions” option under their profile menu.



In this module, user can see the list of objects they have unsubscribed from and can delete them to subscribe back.

“Class Unsubscriptions” option can be used to subscribe/unsubscribe from class email notifications.



Annex

The below diagram explains a standard notification flow for Bookings.

A Typical Use Case

