

# Subscribing to email notifications

Cameo Collaborator for Teamwork Cloud allows you to subscribe to email notifications about all new and modified comments in a Cameo Collaborator document. Once subscribed, you get email notifications as soon as:

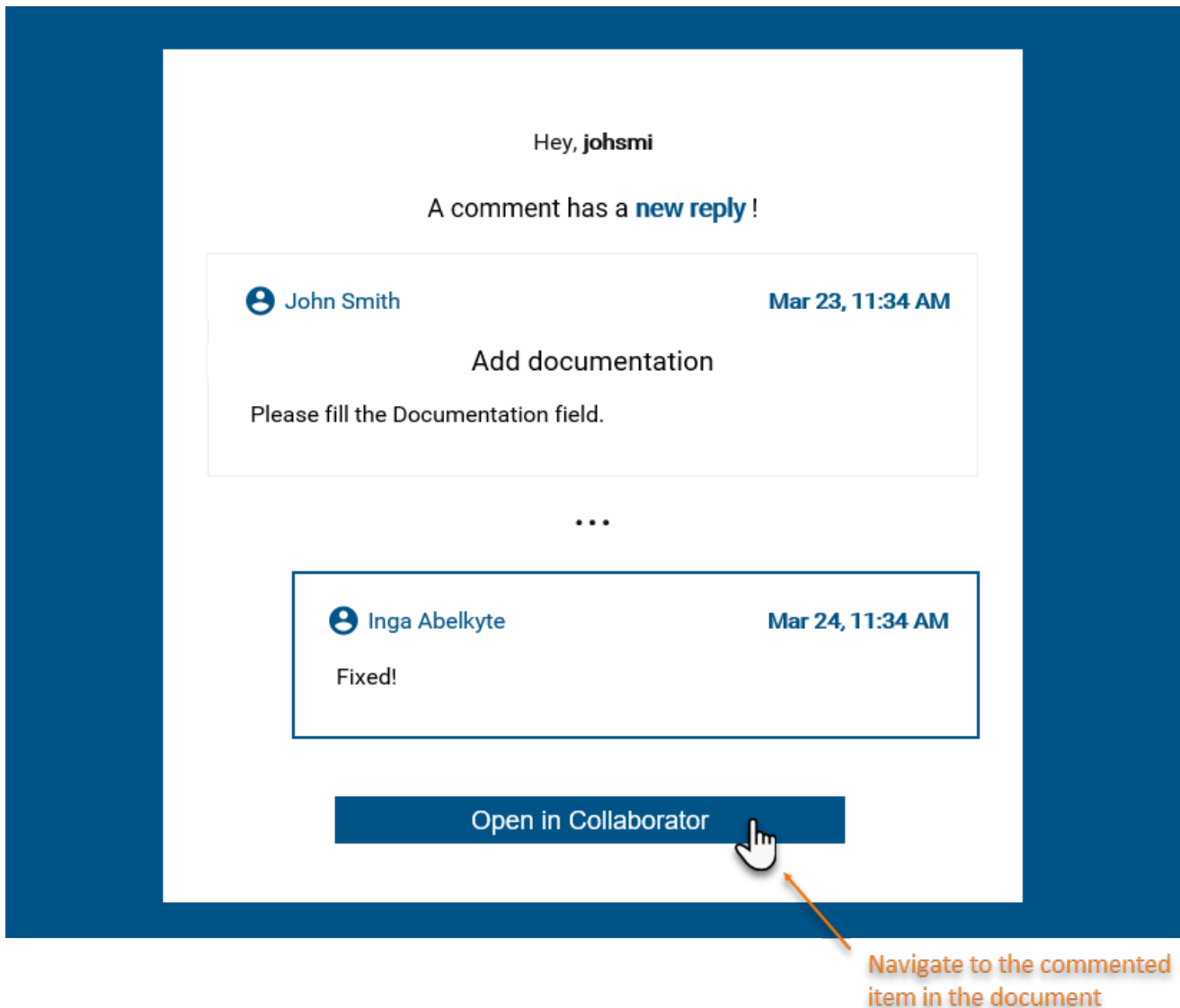
- A new comment is created
- A comment has a new reply
- A comment is edited (for example, when a subject or priority is changed)
- A comment's status changes (resolved or unresolved)

As you see in the example below, an email notification displays the entire conversation thread. Also, you can navigate to the commented item in a document right from the email notification.



## Customizing email templates

Email templates are customizable and can be modified according to your needs. You can find them in the `Web_App_Platform_installation_directory\apache-tomcat\shared\conf\data\collaborator\email` directory.




An example of an email notification.

You can subscribe to or unsubscribe from email notifications about comment changes in a certain document as described below.

To subscribe to/unsubscribe from email notifications in a Cameo Collaborator document

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1. [Open the Cameo Collaborator document](#) that you want to get email notifications about.

2. Click  **Unknown Attachment** on the right side of the app bar and select one of the following:
- **Subscribe to email notifications** - to subscribe to email notifications.
  - **Unsubscribe from email notifications** - to unsubscribe from email notifications.

To subscribe to/unsubscribe from email notifications in the Resources application

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1. [Open the Resources application](#) and find the Cameo Collaborator document you want to get email notifications about.

2. Click  **Unknown Attachment** next to the document and select one of the following:
- **Subscribe to email notifications** - to subscribe to email notifications.
  - **Unsubscribe** - to unsubscribe from email notifications.

Depending on your selection, you will start or stop getting email notifications about all new and edited comments in the document.



#### Configuring to get email notifications

If you fail to receive email notifications after subscribing, contact your system administrator and make sure that:

- Related pages**
- Your user account details contain your email address
  - The platform mailing engine is configured correctly. For more information see [Configuring Cameo Collaborator email notifications](#).
  - [Working with comments in Cameo Collaborator](#)