

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:

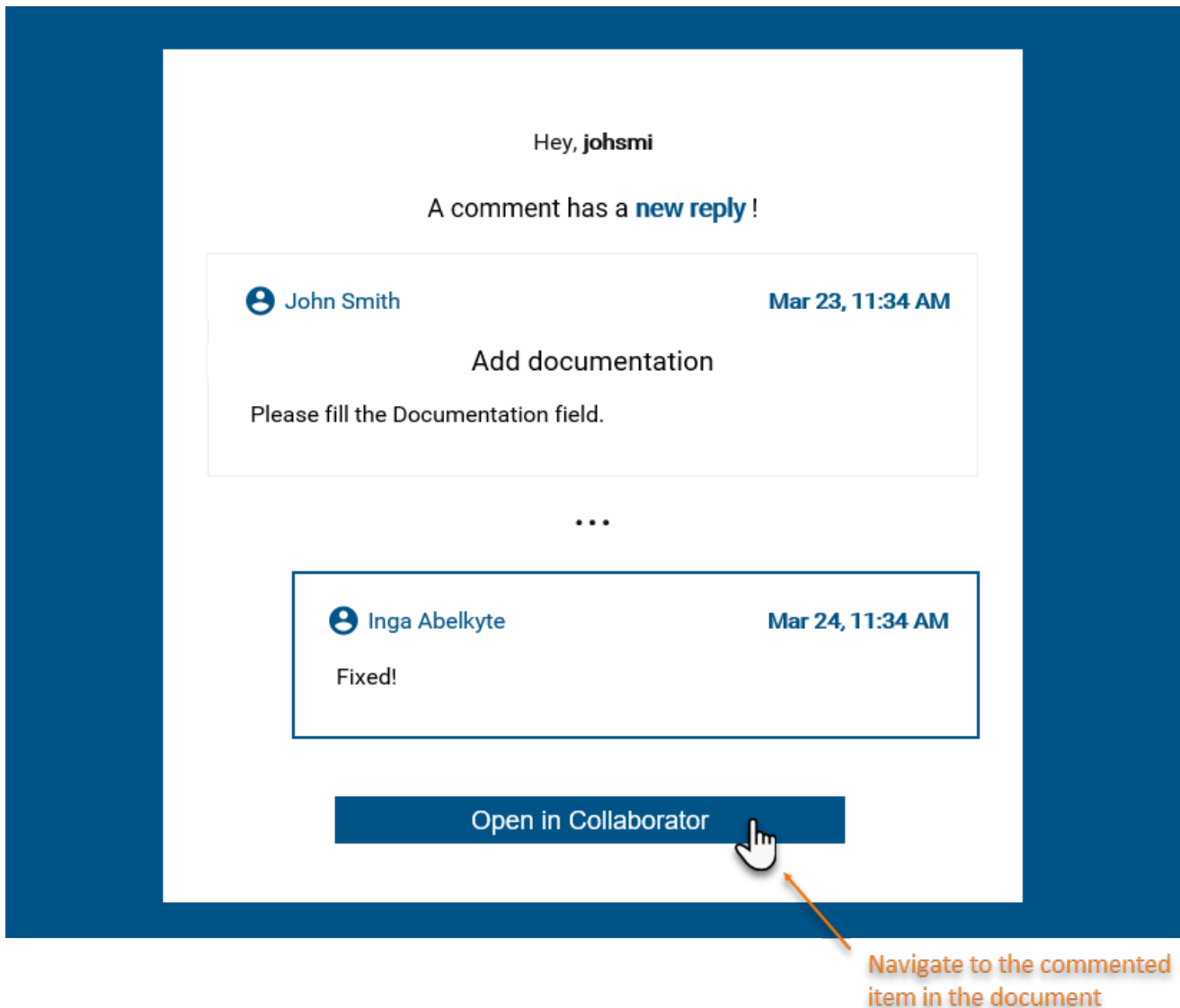
- A new comment is created
- A comment has a new reply
- A comment is edited (for example, when a subject or priority is changed)
- A comment's status changes (resolved or unresolved)

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  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

1. Open the Resources application and find the Cameo Collaborator document you want to get email notifications about.
2. Click  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:

- 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](#)

Related pages