



TECH SUPPORT ARTICLE

TSA 0026

Web qudos-software.com

Optimising the Email All function

Qudos 3 has the facility to email an individual or group in certain events e.g. a document release or revision. That function relates to the configuration setting "The Email All group name (for Master Documents)". The setting will instruct Qudos 3 to email an individual or group in certain events e.g. a document release or revision. Many installations of Qudos 3 have a default setting of "All mail". Please note that this is a generic entry only and must be configured to an appropriate value via the menu item Edit / Management Console / The Email All group name (for Master Documents).

Appropriate Values

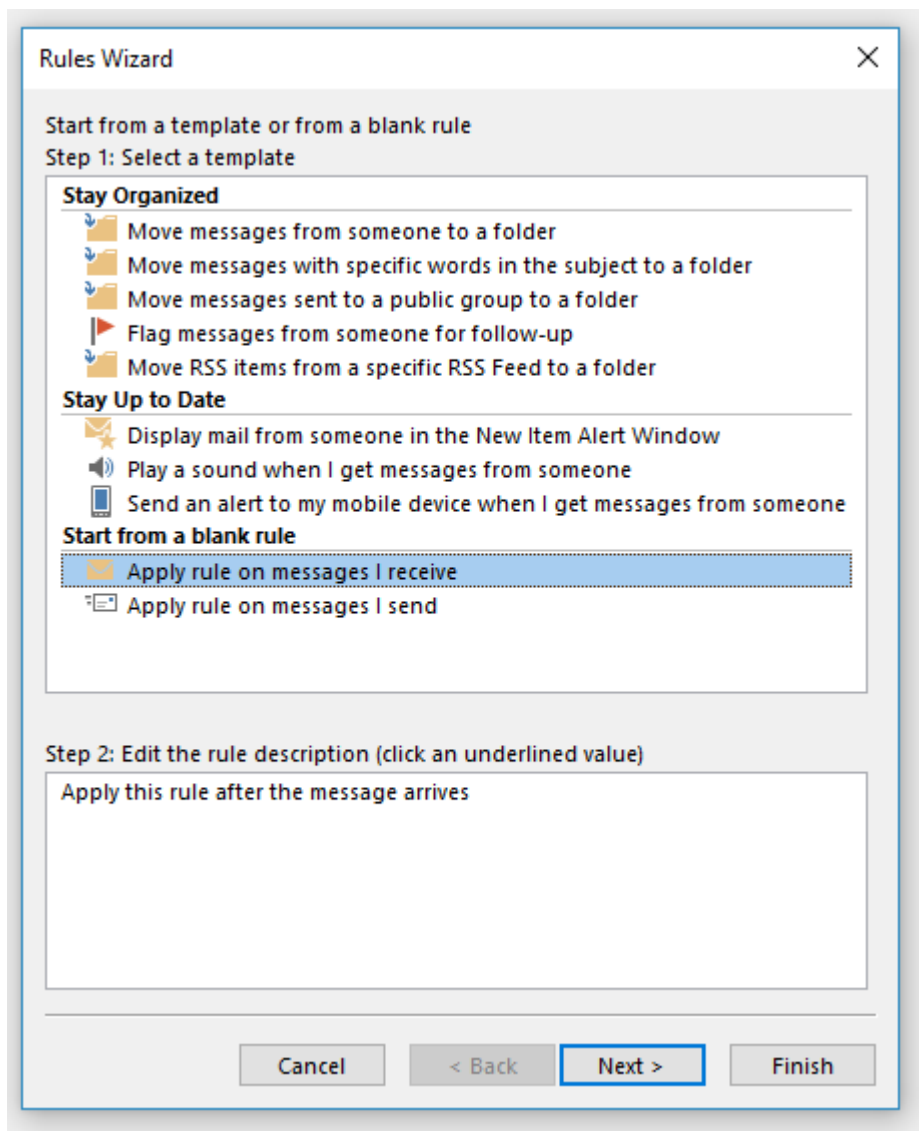
In a self-hosted installation with an Outlook mail server co-located with Qudos 3 it may be possible to simply refer to an existing Outlook mail group.

Where that is not the case e.g. in cloud-hosted or some self-hosted installations, the alternative is to set the value in menu item Edit / Management Console / The Email All group name (for Master Documents) to a single email address, and then to manually or automatically forward the email.

The remainder of this article discusses setting an auto-forward rule set for such emails. The exact method will depend on the email service and version that your organization uses. The following example is based on Microsoft Outlook 2016.

In Qudos 3 menu item Edit / Management Console / The Email All group name (for Master Documents) enter the chosen email address to receive the initial emails.

- Open that email account in Microsoft Outlook.
- From File menu, select **Manage Rule and Alerts**
- Click on **New Rule**
- In the Rules Wizard, Select **Apply Rule on messages I receive**, and click **Next**



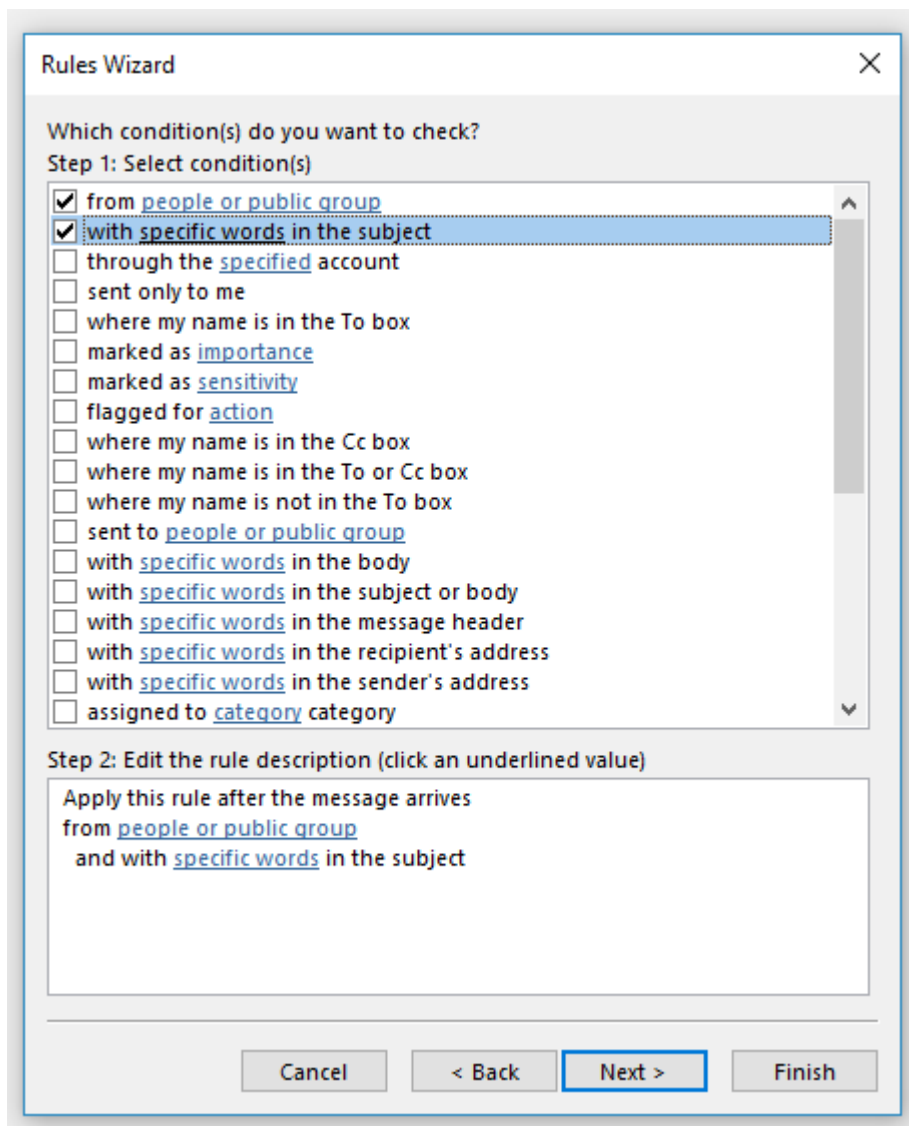
There are 2 main components of an Outlook email message rule:

- a) What conditions to check
- b) What to do with the message

These are described below.

Conditions to check

In Step 1, select 'from people or public group' and 'with specific word in the subject'



In Step 2, define who **from**, and with what **specific words** in the email subject.

From

For Qudos cloud-hosted clients, the emails will be from qudoshost@gmail.com.

For those with on-premise, self-hosted installations, you will need to check your sending mail account for Qudos 3 email notifications.

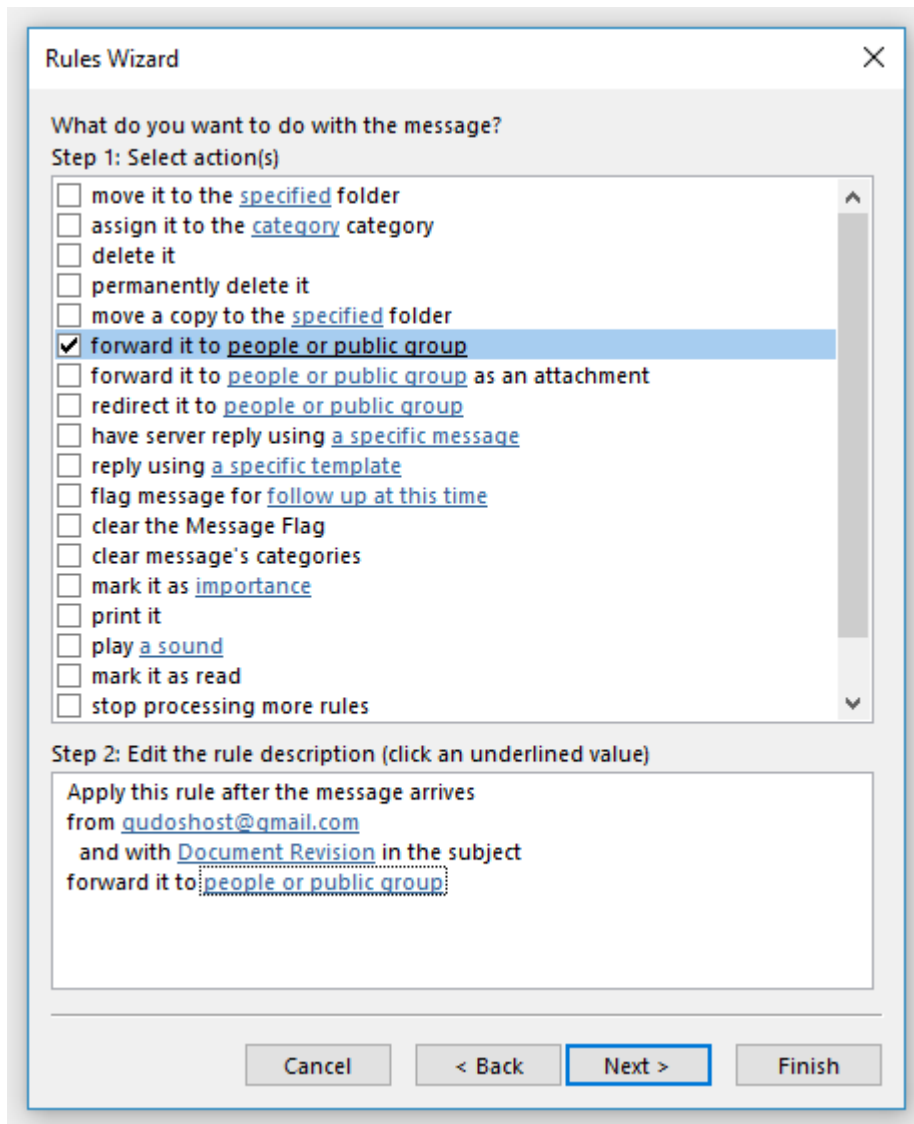
Specific words

Specific words for New document notifications will be 'New document'.

Specific words for document revision notifications will be 'Document Revisions'. You could add these as separate rules or add both to the same rule.

What to do with the message

In Step 1, select **'forward it to people or public group'**.



In Step 2, click on the link to **'from people or public group'**. This will open your address book for you to define who to forward the message to.

You could also create more specific rules if required e.g. for specific wording in the subject or message content that might direct specific emails to people in particular roles, business, locations etc..

For further guidance on setting up Microsoft Outlook rules, contact Microsoft Tech Support or their online help resources.