

Tick box for mail to the user

The screenshot shows a web interface for user registration. At the top, a grey banner contains the text "You can read about the changes here [More Service: 8.1.6](#)". Below this, there are two input fields: "Agent" with the value "Gunn Garvik" and a small 'x' icon, and "Status" with the value "Not started" and a dropdown arrow. To the right of these fields is a checkbox labeled "Email user" which is checked (green). Below the form fields is a row of buttons: "NEW WORK LOG", "NEW EMAIL", "NEW TASK", "SAVE", "SAVE AND CLOSE", "DELETE", and "INVOICING DATA". The "SAVE" and "SAVE AND CLOSE" buttons are green, while the others are light blue.

"Email to user" is checked by default when registering a new case.

If you do not want to send an email, you can remove the tick.

When you press "Save" or "Save and Close," a dialog box will appear that contains a draft of content for email receipt to the user. Here you can edit the contents of the email.

The default content of the email sent to the user upon registering a new case can be edited in admin tab. The customer will automatically receive an email with a link to the case when you click the "Save and Send" button.

To send email to a user while processing the case, you must use the "New Log / Email" button.

The email address of the user will automatically enter the address field. Enter the required text and then press the "Save and Send" button.