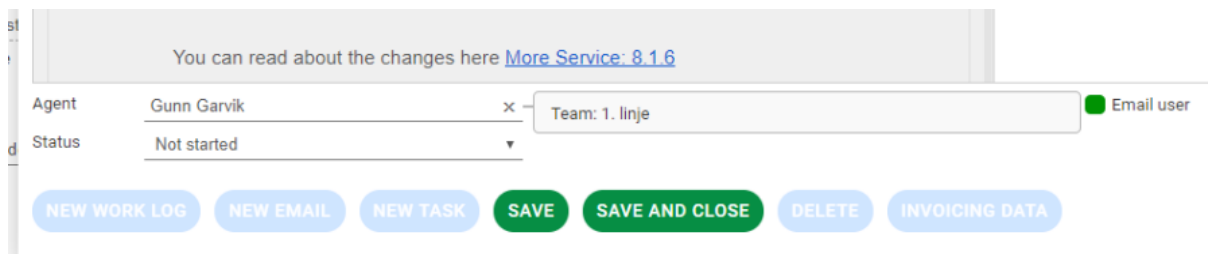


# Tick box for mail to the user



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".

"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.