

User Notifications Tutorial

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Introduction

Usually, we design a process to solve the main business problem, like in the example shown below. We exclude explicit tools for sending out email notifications to avoid complicating the process flow design.

The [User Notification](#) plugin is used to address this issue.

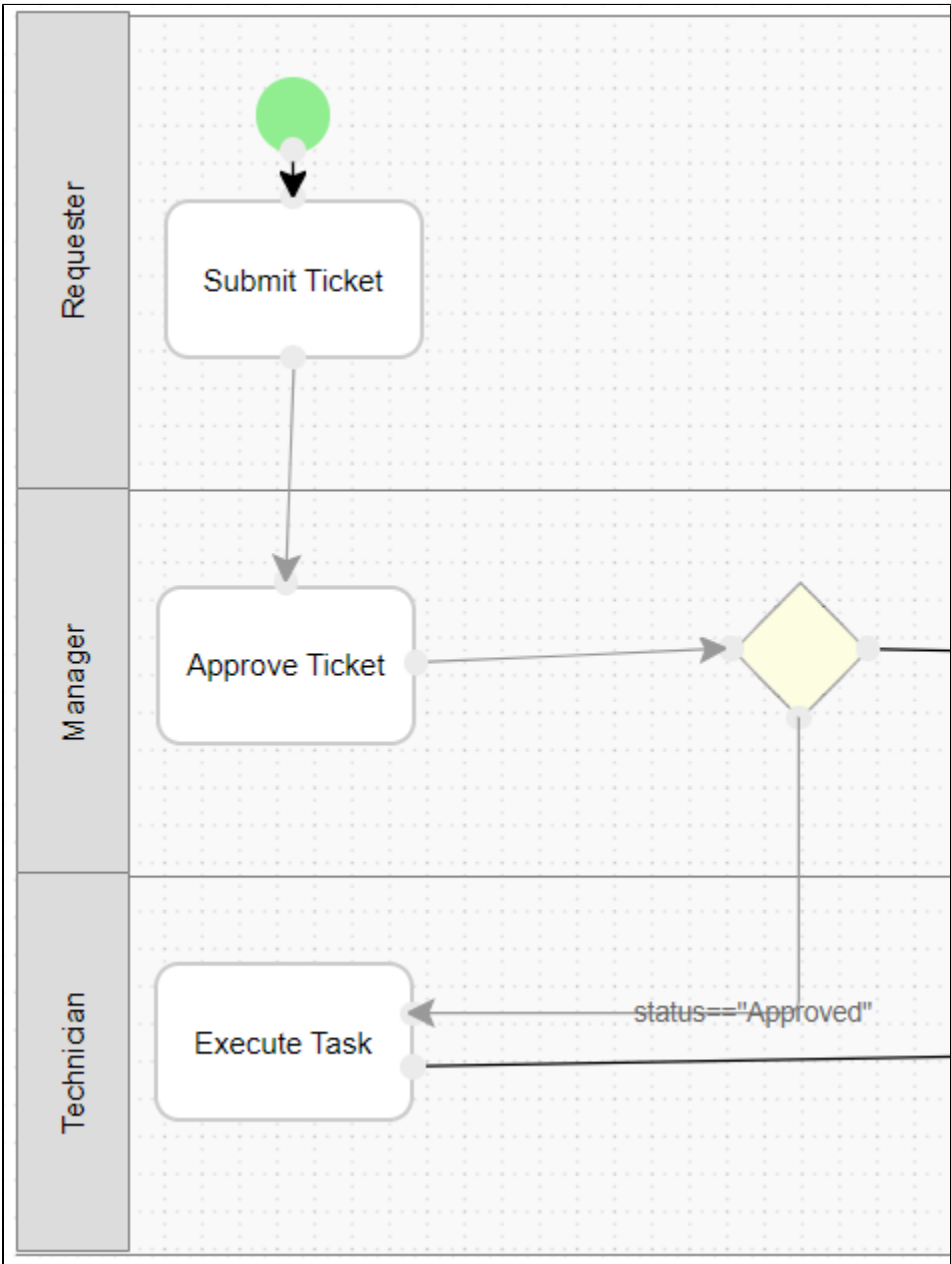


Figure 1: Typical Process Design Flow

Setting Up the User Notification Plugin

1. Go to **Properties and Export** in your app.
2. Go to **Set Plugin Default Properties**.
3. Select **User Notification**.
4. In the **SMTP Settings** tab, configure the email server as required. Sometimes, using gmail might cause problems such as not being able to send email. In that case, if one still insists in using gmail, they may opt to set up an app generated password instead of using the gmail password, or swap to using hotmail instead. The Host for hotmail is smtp-mail.outlook.com , the Port is 587 , the Security is TLS .
5. In the **Configure User Notification** tab, customize your email template as needed. It should be a generic email template as it will be used for all activities under your app.

The screenshot shows the 'PLUGIN CONFIGURATION' window for the 'Configure User Notification' plugin. The breadcrumb trail is 'Configure User Notification > SMTP Settings > Web Push Settings > Attachments > Advanced'. The form contains the following fields:

- CC:** An empty text input field.
- Subject:** A text input field containing the placeholder 'New Task: #assignment.activityName#'.
- Email Message:** A large text area containing the placeholder 'A new task has been created by the process #assignment.processName#'.
- HTML Content?:** A checkbox that is currently unchecked.

At the bottom, there are navigation buttons: '< Prev', 'Next >', and a 'Submit' button.

6. Under the **Notification Link** section, define the assignment link that will be shown at the end of the email message.

This screenshot shows the same 'Configure User Notification' configuration window, but with the 'Notification Link' section expanded. The breadcrumb trail remains the same. The form fields are:

- HTML Content?:** An unchecked checkbox.
- Notification Link:** A section header for the link configuration.
- URL:** An empty text input field.
- Link Name:** An empty text input field.
- Parameter Name:** A text input field containing the value 'activityId'.
- Parameter Passover Method:** A dropdown menu with 'As URL Request Parameter' selected.

Navigation buttons '< Prev', 'Next >', and 'Submit' are at the bottom.

7. Link to Userview Inbox

If you want to link it to your Userview Inbox, get the absolute URL to the inbox and key it in the **URL** field. Type "activityId" in the **Parameter Name** field and choose "As URL Request Parameter" in the **Parameter Passover Method** select box.

8. In the last tab, you may select activities that you would like to exclude from Task Notification.

Note: The **User Notification** plugin is designed for all activities in an app and not just for a selected few, but only one User Notification plugin can be configured per app. Nevertheless, it is possible for you to **manually** handle the notification for a specific activity by placing a tool after that activity in your process design, and then excluding it in the **Activity Exclusion** list in the User Notification plugin.

Related Documentation

- [User Notification Plugin](#)