Setting Email Recipients for Knowledge Management

System emails

You can designate a user, or users, to receive system emails.

- From the Settings menu choose the Email -> Letter Template tab.
- Type the email of the person who is to receive user communications into the **From E-mail** / **Support E-mail** field. You can input more than one email. Separate each email address with a comma. Everyone specified here will receive system emails.
- Type an appropriate name into the **From Name / Support Name field** . This is the name the user sees in their 'from' field when they receive an email from KBPublisher.
- Add an email address for system-generated messages to users in the **No reply email** field.
- Add the name of the person who will receive notification of all system errors, notifications and warnings to the Admin Email
 field. This field also accepts multiple email addresses. If you use multiple emails, separate each one with a comma.
- Click Save.

Category emails

You can also specify a user to receive notifications about articles/files/comments in specific categories. This is used when articles or comments need to be approved.

The 5 letters that can be sent to a category supervisor are:

- Approve article (to approver)
- Approve file (to approver)
- Approve comment (to approver)
- · New rating comment
- Scheduled entry

First, you need to assign a person to receive the emails:

- From the Articles or Files menu choose the Categories tab
- Edit the category
- Click on the add new Supervisor icon
- Assign a user from the list of users
- **OK** to save the assignment.

After this, you need to tell the system that the supervisor should receive the emails.

- From the **Settings** menu choose the **Letter Template** tab.
- Edit the letter that is to go to the supervisor
- Check to Category Supervisor
- OK to save.

Feedback supervisor emails

You can also determine who receives the emails when the user requests feedback through the Ask a Question tab.

This is controlled by the feedback subjects list.

- From the **Tools** menu choose the **Lists** tab
- Click on Feedback Subjects
- Edit the subject for which you wish to change the email to be sent
- Click on the add new **Supervisor** icon
- Click on Assign for the person you wish to receive emails. You may assign more than one person. Click assign for each.
- Close the assign user pop-up by clicking on the 'X' in the top right corner.

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