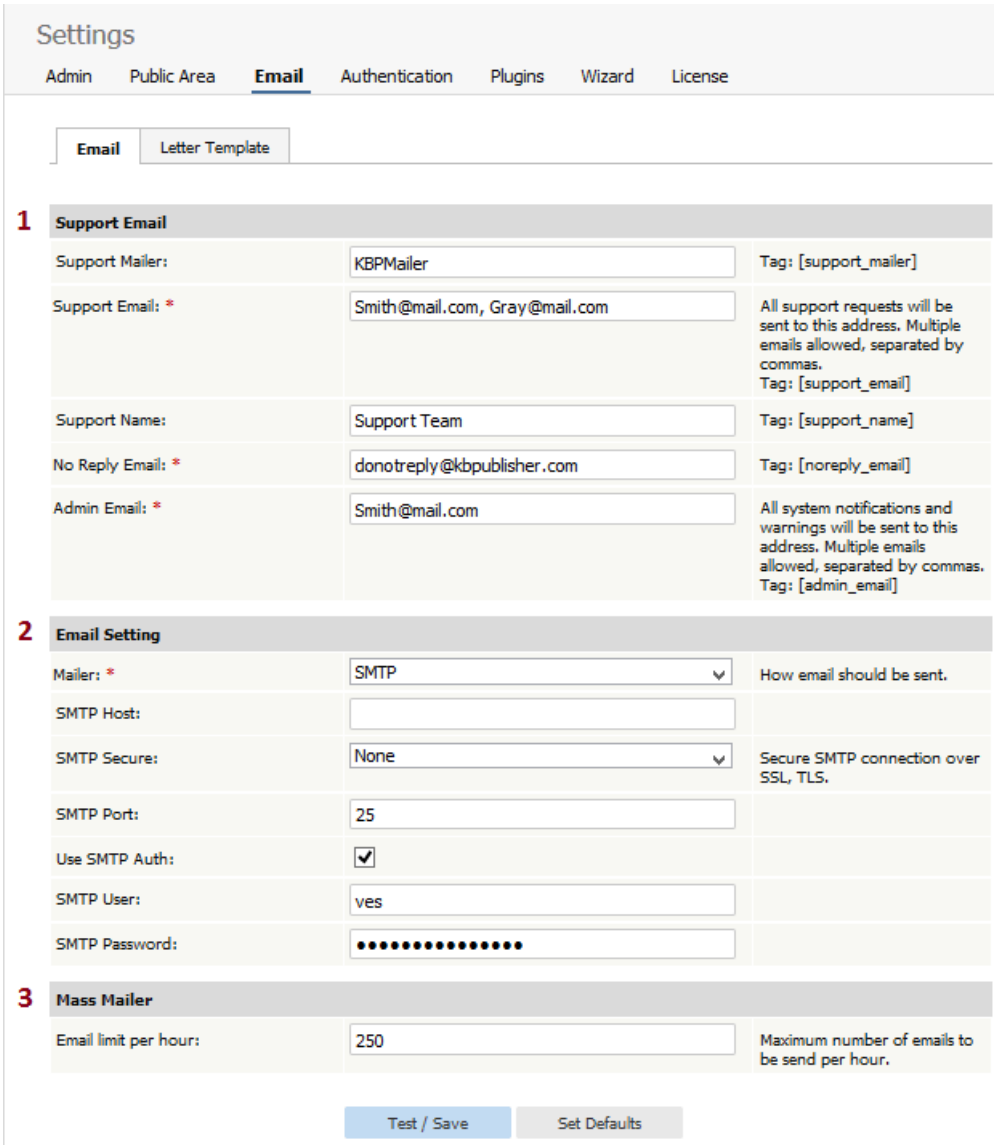
Setting Up Email Notifications in Your Knowledge Base

The **Email** tab under the **Settings** controls who receives administration emails, and how the email is set up.



1. The **Support Email** sections allows you to define system emails.

- **Support mailer** is the special email header
- **Support Email** is the email address, or addresses, where the administration emails are sent. Feedback emails are sent to this address. You can enter more than one email address. Separate each email address with a comma.
- **Support Name** is the name the user sees when they receive an email from KBPublisher. For example, if you reply to a feedback question, this is the name that will be shown in the reply field
- The **No Reply Email** is the email address that sends automated information such as subscription alerts, password enquiries and so on
- The person or persons assigned in the **Admin Email** receive system notifications, warning messages and other messages that impact the running of your knowledgebase.

2. The **Email settings** are where you set up the mail system.

- The **mailer** is the system you are using to send the emails.
  - This defaults to the **PHP mail function** unless you change it.
  - The other items here are specific to the **SMTP** mailer, and should only be filled in if you have specified **SMTP** as the mailer.
  - **Sendmail** defines the location of sendmail files. Sendmail is a UNIX based mail application. You would not normally change this.

3. The **Mass mailer** controls how many emails, such as subscriptions, are sent by the background task scheduling system.

- **Email limit per hour** controls how many emails are sent per hour.

Article ID: 87
Last updated: 16 Aug, 2019

Updated by: Cherevko J.
Revision: 6
KBPublisher 8.0 Knowledge Management Handbook -> Settings -> Setting Up Email Notifications in Your Knowledge Base
https://www.kbpublisher.com/kb/entry/87/