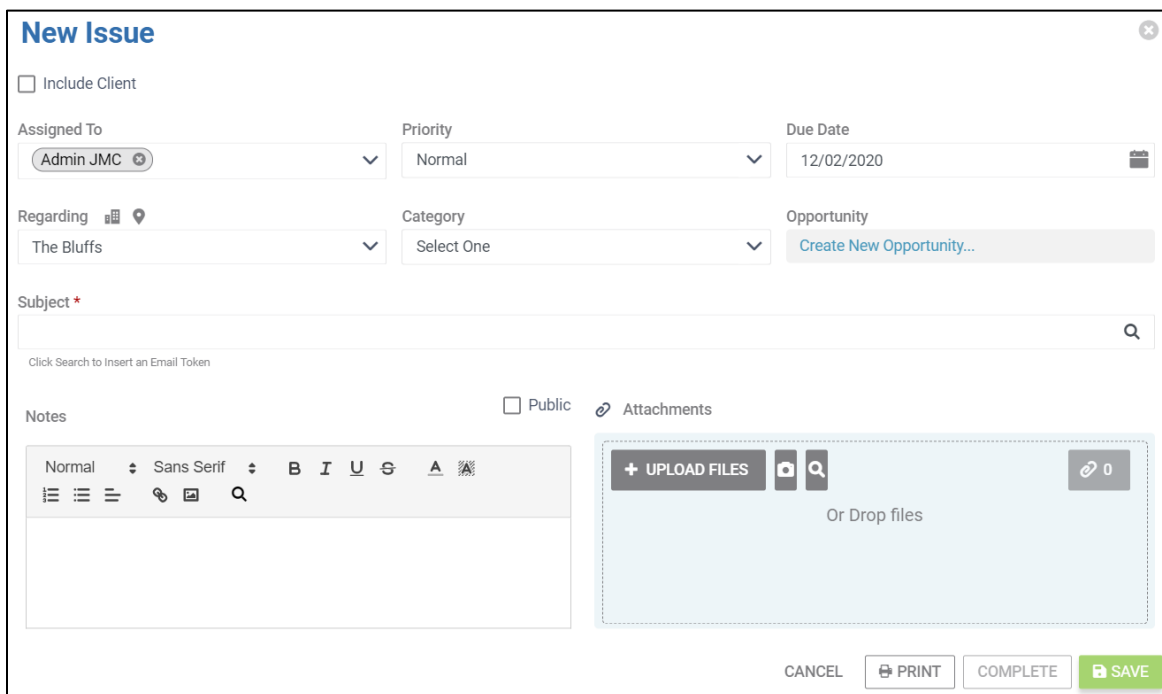# Issue Email Notifications

When a user creates or updates issues, Aspire sends email notifications to specific contacts as described in this article. Emails sent provide a history of comments and changes to the issue.

Issues Created on the Desktop

There are many locations in the desktop version of Aspire from which you can initiate the creation or modification of issues.

1. Home Screen
2. Property Screen
3. Work Ticket Screen
4. Site Audit Screen

The *Issue* screen contains multiple fields that impact who receives emails regarding that issue.

Assigned To Field – The *Assigned To* field allows you to specify contacts directly associated with the issue. If an employee or subcontractor contact is listed in this field, Aspire will send them an email whenever the issue is created or updated from the Aspire Desktop application. If any other contact is listed, Aspire will only send them an email if the *Include Client* checkbox is checked.

Note: The person who creates or updates an issue will not receive an email regardless of whether they are specified in the *Assigned To* field. However, a person may want to add

themselves in the *Assigned To* field so that they will be notified when someone else changes anything about the issue.

***Regarding* Field** – The *Regarding* field allows the user to associate a property, opportunity, or work ticket with the issue. When the user creates or updates an issue, Aspire sends the notification email to the account owner and operations manager on the property determined by the value in the *Regarding Field*.

***Include Client* Checkbox** – Unchecked by default. When the *Include Client* checkbox is enabled at the time issue changes are saved, a notification email will be sent to the primary contact listed on the property determined by the value in the *Regarding* field, and to any non-employee/subcontractor contacts in the assigned to field.

***Public* Checkbox** – Unchecked by default. When the user updates an issue, Aspire will send a notification email as specified above which contains the history of changes to the issue. However, comments not marked public will always be excluded from the content of emails sent to non-employees – customers and subcontractors will not see these comments. Comments marked public will be included in the history for all email recipients.

Issues Created on Crew Mobile

Users can also access issues through the crew mobile application of Aspire. There are two areas where this functionality is available:

1. Through the *Issues* button[a] on the main mTime screen – update issues only
2. Through the *Open Issues* button[b] on the Work Ticket *screen* – create or update issues
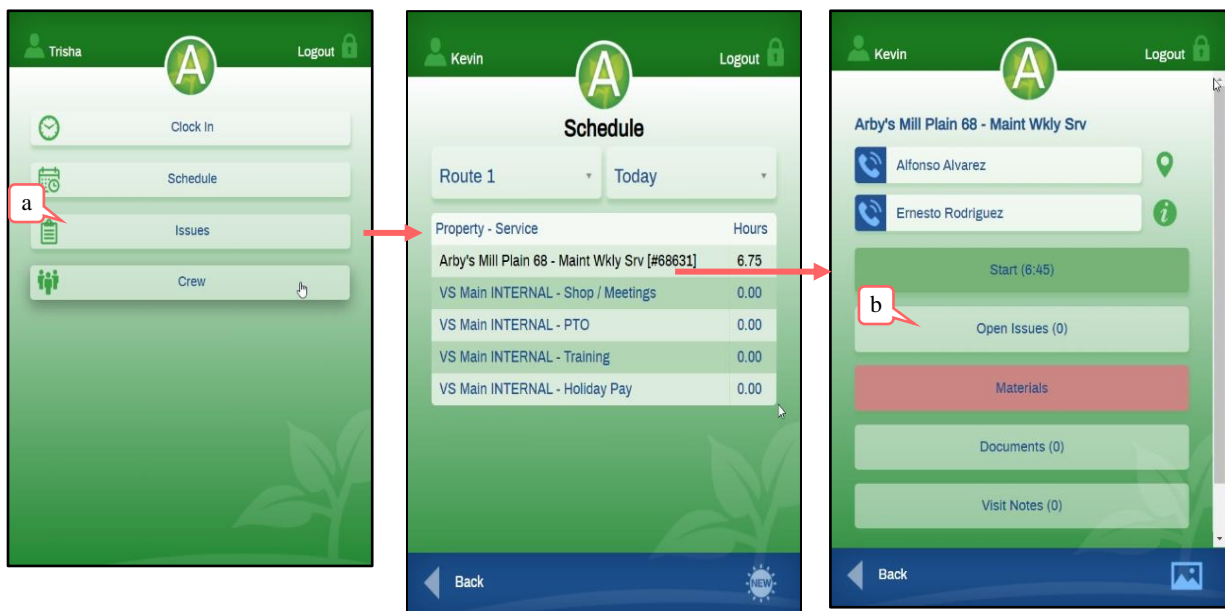
When an issue is updated from the *Issue* button on the *Main* crew mobile app screen or an issue is created or updated from inside the *Work Ticket* screen, the following people will receive an email notifying them of the update:

1. Property Account Owner
2. Property Operations Manager
3. Employees or subcontractors who are listed in the *Assigned To* field
4. Route Manager if the person updating is a Crew Leader

Issue updates that are applied in Crew Mobile will never be sent to contacts marked as customers even if they *Include Client* checkbox was originally checked on the issue (as of Aspire V4.1).