


issue visibility by email distribution list

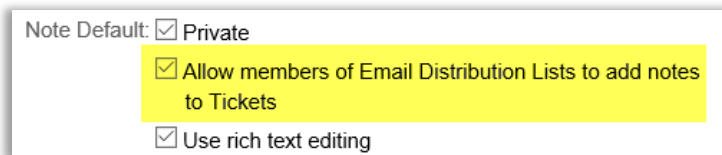
In some companies, managers only need to view issues that fall under their responsibility. Unless they play a specific role on the issue, they don't see it. Granting them permission to see every issue lets them see too much. For example, a manager responsible for issues coming from North American customers doesn't need to see issues from European customers.

Fortunately, granting issue visibility is easily set up in Issuetrak by adding users or groups to email distribution lists. You can elect to not send emails and, as long as the person stays on the list, the issues remain visible. This doesn't give users full access to work the issue, but it does allow them to add notes.

how to make this happen

enable capability

1. Click on the gear icon () or navigate to Administration > System > System Settings > System Defaults.
2. Scroll down to the "Note Default" section.
3. Check the box that says "Allow members of Email Distribution Lists to add notes to Issues." This allows users on a distribution list for any issue to view that issue in searches or on the Dashboard, and add notes.



Note Default: ☒ Private

☒ Allow members of Email Distribution Lists to add notes to Tickets

☒ Use rich text editing

add users to distribution lists

Throughout Issuetrak, there are email distribution lists available. Organization, department, issue type, and priority all have a link to set up specific distribution lists.

Email Notification: [View/Maintain Distribution List...](#)

Clicking on the link will open the page for you to view everyone currently on the distribution. Additionally, there's a button that allows you to add new users or groups to the existing list.

Email Notification List -- Sun University

[Back](#)

Add new user



Users listed below will receive email and/or SMS notification when the selected Ticket events occur.

	On Submit	On Assign	On Next Action	On Note	On Close	On Escalate
Display Name	Email Mobile	Email Mobile	Email Mobile	Email Mobile	Email Mobile	Email Mobile
edit del Adam Moore						


In our example, there are no checkboxes under the notification events for Adam to get emails. If all he needs to do is view issues, no checkboxes are necessary.


results

In our example, Adam Moore is a member of ShipTrak and doesn't have permission to see issues submitted by anyone else. Once he's added to the Organization distribution list for Sun University, he sees his own issues and all issues submitted by members of Sun University. These issues will show up in any search Adam does or when he's viewing his Dashboard.





Welcome, Adam Moore   Log Out

IssueTrak for ShipTrak



01/14/2016 2:10PM 

Show Class: All 

Open Tickets by Ticket Type

Ticket Type	Count
 Applications	3
 Facilities	5
 Hardware	1
 Product Support	1

Open Tickets by Organization

Organization	Count
 ShipTrak	1
 Sun University	9

This is meant to be a general guideline about setting up additional visibility options within Issuetrak. Please contact your sales engineer or sales@issuetrak.com if you have any questions.