

## Description

Task mails are mails that are sent to TIM users in order to notify them about a new task. This occurs when a process has reached a new step. The task status, progress and other factors is used to determine if a mail is sent to a specific executor or to a group of users. For example, if a task is assigned directly to a user, this user will receive an e-mail directly informing him/her to complete the task. However, if no specific [executor](#) is designated, then the responsible group will receive the e-mail.

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## Settings

### (De-)Activate Mail

The task mail settings can be either activated globally (for all users) in the [client profile](#) or adapted for individual users using the [user profile](#). If the “Alert via e-mail preferred” option is deactivated, no task mails will be sent to the user. If the notification per group-mail is activated, all task mails will be sent to the denoted E-mail address from the [group profile](#)

### Adjusting the Sender of the E-mail

In order to change the sender of an system, the **SMTP sender e-mail address** may be adjusted in the [client profile](#). By doing this, all of the e-mails will be sent from the denoted E-mail address, assuming that the given mail server allows mails to be sent under the given name.

### Adjusting the Host

If a false host and/or port is given in mails, this may also be taken care of using the [following](#) point within the [client profile](#). The correct **application host** and **port** must be entered.

### Mails nur an neue Bearbeiter senden

If the option “Notify only if previous task was not done by me” is activated in the [userprofile](#), a taskmail is only sent, if the new task's assignee did not finish the last task. “Email-Notification preferred” has to be activated as well or no e-Mail will be sent out. If the option “Notify only if previous task was not done by me” is deactivated, the rules of “Email-Notification preferred” are applied.

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## Adjusting Texts

The text within task mails can be adjusted in the [tim.properties](#). A more detailed description can be found on [this page](#). Additionally, from [Version v4.0](#) on, the text for task mails can be set for [specific process definitions or activities](#).

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