Setting your Themis email notification preferences

Notifications are used in Themis to advise you that an item requires your attention/action (e.g.: an application for leave of absence or a purchase order that requires approval). Notifications awaiting your attention will display in your Themis Worklist (on your Personal Home Page) and will also be sent via an overnight email. You can specify the format in which the email notification is sent. The format selected will determine the action that can be taken. For example, if you specify an HTML email you will be able to action the notification (approve or reject) within the email itself, whereas if you specify an email format that contains an attachment you will need to log into Themis in order to action the notification.

**Important:** you will only receive a summary email of all transactions awaiting your action if you set your preference to *HTML summary mail* or *Plain text summary mail*.

**To set your preferences**

1. Log in to Themis.
2. Click on the **Preferences** link located on the top right of your Personal Home Page. The Preferences screen will display.

3. Scroll down to the **Notifications** section and specify your email preference.

<table>
<thead>
<tr>
<th>Field</th>
<th>Action</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email Style</td>
<td>Click on the drop-down list to select the style of email notification you would like to receive.</td>
<td>Options available are: <em>HTML mail</em>; <em>HTML mail with attachments</em>; <em>HTML summary mail</em>; <em>Plain text mail</em>; <em>Plain text mail with HTML attachments</em>; <em>Plain text summary mail</em>. Refer to the Email style options section on page 2 for details on the available email styles.</td>
</tr>
</tbody>
</table>

4. Click on the **Apply** button to save your preference.
Email style options

**HTML mail features**

- The content of the email will display in a format similar to a Worklist notification with the details formatted using tables and other HTML layout elements.
- You may view all the request details and select an action directly from the email itself (i.e.: you do not need to log in to Themis to approve or reject the request).

**HTML mail with attachments features**

- The contents of the email will display in a format similar to a Worklist notification with the details formatted using tables and other HTML layout elements.
- The email will contain one standard attachment that is a link to the request notification in the notification details screen.
- You will need to log in to Themis via the attachment (if you are not already logged in) in order to action the request.
**HTML summary mail features**

- Provides a summary of all notifications sent to you for action.
- The contents of the email will display with the details formatted using tables and other html layout elements.
- Each notification will contain a link to the notification details screen where you can view and action the selected request.

![HTML example](image)

**Plain text mail features**

- The details of the request will display in plain text with no formatting.
- To action the notification you will need to reply to the email using the response template containing your chosen action and any comments inserted between quotation marks (e.g.: “Approve” or “Reject”).

![Plain text example](image)

**example of a response**

![Response example](image)
Plain text with HTML attachments features

- The details of the request will display in plain text with no formatting.
- The email will contain two standard attachments: one will be a link to an HTML formatted version of the message; the other will be a link to the request notification in the notification details screen.
- You will need to log in to Themis (if you are not already logged in) in order to action the request.

Plain text summary mail features

- Provides a summary of all notifications sent to you for action.
- The contents of the request will display in plain text with no formatting.
- To action a notification you will need to log in to Themis and access the selected request from your Worklist.
Responding to emails - troubleshooting
There are a number of things you should be aware of if you choose to action your Themis transaction notifications via the email notification itself. The following information had been provided to help you troubleshoot the more common issues that you may experience when responding via an email notification.

Activating hyperlinks in your HTML email notification
To respond to an HTML mail message you will need to click on the appropriate hyperlink located at the bottom of the email message (e.g.: approve, reject, etc). When you click on the link you may receive a message warning you that the email links in the message have been turned off for security. Once you activate the links as directed, you will be able to action the transaction.

Entering a valid email response
In order for Themis to validate and process your response, you must use the appropriate terminology and formatting when responding to a notification via email. If your email does not match the required terminology and formatting, the Themis Workflow Mailer will be unable to validate the email and it will be treated as an unsolicited response and discarded.

Whether you use the HTML mail message or Plain text mail message format, your response must contain the NID (Notification ID). This number will provide a unique identification for the notification and verify that the email response is a valid email.

Forwarding a notification for approval
Please note that you will not be able to forward a transaction to another approver when actioning it via an email notification (i.e.: HTML mail message or Plain text mail message). If you wish to forward a transaction to an alternate approver for action, you will need to log in to Themis and access the notification via your Themis Worklist.

Actioning a notification before it expires
Some transaction requests have a timeout period and will be automatically forwarded/reassigned for approval if you do not action them within the required period of time. For example, applications for leave will be reassigned to a Workflow Co-ordinator after 7 days and internal transactions will be automatically approved after 21 days if they have not been actioned.

To ensure you receive and are able to action a transaction notification within the required timeframe we strongly recommend that you sort your email listing by Date Sent (rather than an alternative field such as Subject or Sender). This will enable you to view and action all notifications as they are received.