

Send email action

Send out a **completely customizable** email notification.



Send email configuration

Below you will find a detailed description of each parameter needed to configure the action.

From

Select the **sender** of the email. It can be chosen from one of the following options:

- **Default** - default address configured in the outgoing SMTP mail server configuration.
- **Project email address** - the email address configured in the project configuration.
- **User in field** - the user in a user picker field will become the sender.
- **User** - pick a dedicated user account.
- **Email address in field** - extract the email address from a custom field.
- **Email address** - specify a dedicated email address.

To / Cc / Bcc

Select the **recipient(s)** of the email. Email addresses can be obtained from the following options:

- **Users in field** - the user(s) in a user picker field will receiver the email.
- **Users** - pick dedicated user accounts.
- **Email address in field** - extract the email address from a custom field.
- **Project Roles** - all users in a specified project role will receive the email.
- **Groups** - all users in a specified group will receive the email.
- **Email addresses** - specify dedicated email addresses in a comma-separated list.

Message

Subject

Define the subject for the email(s). Depending on the [parsing mode](#), you can use [field codes](#) or [parser expressions](#).

Content Type

Choose the content type for the email(s). It can be chosen between:

- **Text** - the email will be sent as text only.
- **HTML** - the email will contain styling etc. in HTML. This is the **default** option.

Priority

Set the email's priority. It can be chosen from:

- Low
- Medium
- High

Sending mode

Select the sending mode of the mail:

- **Common**: If there are several recipients, they will all receive **the same mail**. All recipient addresses will be present for everyone if they are entered into the "**To**" or "**Cc**" field.
- **Personal**: If there are several recipients, everyone will receive a separate mail.

Body

Define the body of the email(s). Depending on the [parsing mode](#), you can use [field codes](#) or [parser expressions](#).



Use cases and examples

Title	Automated action	JWT feature	Label
Notify for high priority issue	Send email action		
Notify about date of last comment for high priority issues	Send email action		
Send email when a field is updated	Send email action		
Notify the assignee one week before the due date	Send email action		

If you still have questions, feel free to refer to our [support](#) team.