



workfront

Optimize global notification settings

Help your Workfront users manage their event notifications by making sure the global system settings reflect what's most important at your organization.

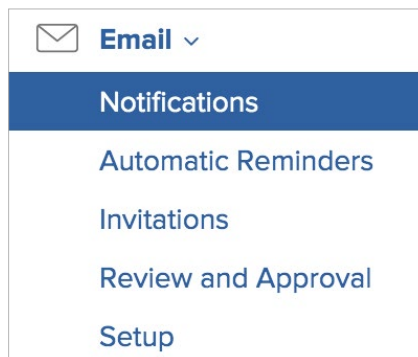
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TARGETED LEARNING GUIDE

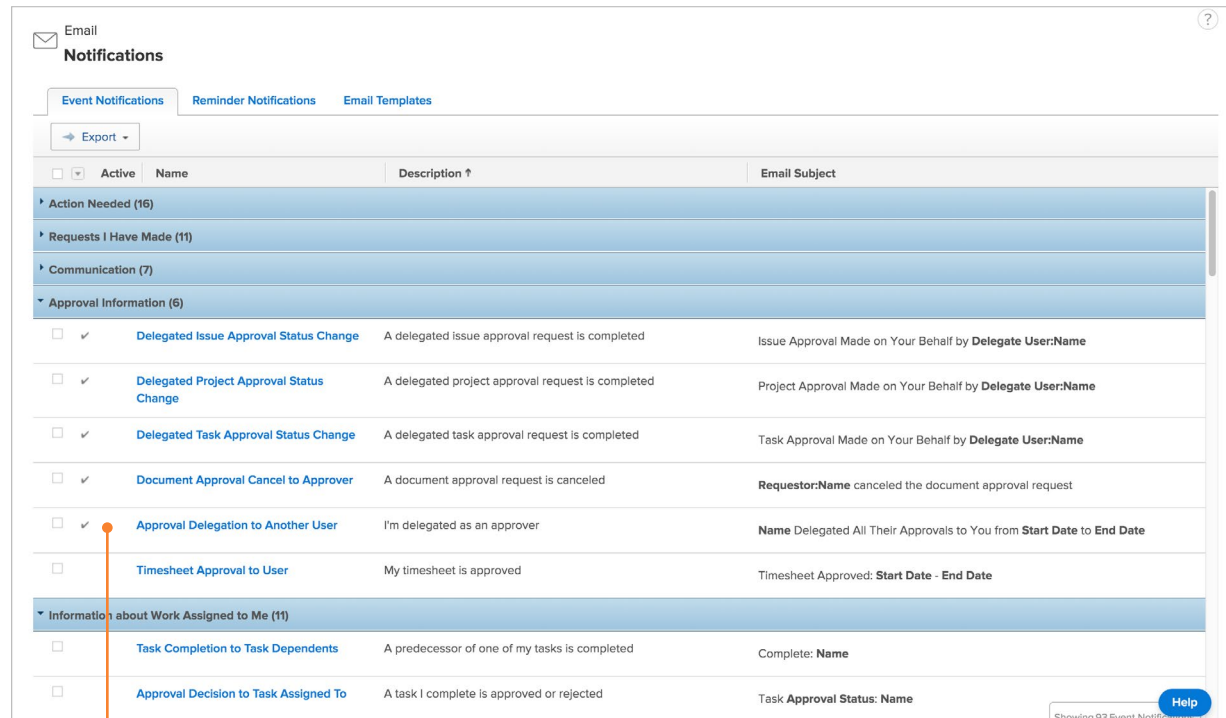
Information that matters.

Event notifications trigger emails that are sent to Workfront users when specific actions happen in Workfront. As the system administrator, you enable these at the global system level, then users can modify the frequency of their emails in their individual settings.

Find notifications



1. Select Setup from the Main Menu.
2. Expand the Email section in the left panel.
3. Select Notifications.



Some notifications are active by default.

Fine-tune the list.

Workfront has notifications activated by default, as an initial recommendation to our customers. However, your organization may have different needs, so you can deactivate some notifications and activate others.

Activate notifications

The screenshot shows the 'Event Notifications' tab in the Workfront setup area. The 'Activate' button is highlighted with an orange box. Below the buttons is a table with columns for 'Active', 'Name', and 'Description'. The table lists four notifications under the 'Action Needed (16)' group. The first two are 'Work Item Request to Work Item Assignee' and 'Document pending approval to approvers'. The third, 'Project Pending Approval to Approvers', is highlighted in blue and has its 'Active' checkbox checked. The fourth is 'Task Pending Approval to Approvers'.

<input type="checkbox"/>	Active	Name	Description ↑
<input type="checkbox"/>	✓	Work Item Request to Work Item Assignee	I get a new work request
<input type="checkbox"/>	✓	Document pending approval to approvers	I need to approve a document
<input checked="" type="checkbox"/>		Project Pending Approval to Approvers	I need to approve a project
<input type="checkbox"/>		Task Pending Approval to Approvers	I need to approve a task

1. Check the box next to the notification you want to activate.
2. Click the Activate button at the top of the list.

Bulk edit by selecting multiple notifications.

Deactivate notifications

The screenshot shows the 'Event Notifications' tab in the Workfront setup area. The 'Deactivate' button is highlighted with an orange box. Below the buttons is a table with columns for 'Active', 'Name', and 'Description'. The table lists four notifications under the 'Action Needed (16)' group. The first two are 'Work Item Request to Work Item Assignee' and 'Document pending approval to approvers'. The third, 'Project Pending Approval to Approvers', is highlighted in blue and has its 'Active' checkbox checked. The fourth is 'Task Pending Approval to Approvers'.

<input type="checkbox"/>	Active	Name	Description ↑
<input checked="" type="checkbox"/>	✓	Work Item Request to Work Item Assignee	I get a new work request
<input checked="" type="checkbox"/>	✓	Document pending approval to approvers	I need to approve a document
<input type="checkbox"/>		Project Pending Approval to Approvers	I need to approve a project
<input type="checkbox"/>		Task Pending Approval to Approvers	I need to approve a task

1. Check the box next to the notification you want to deactivate.
2. Click the Deactivate button at the top of the list.

Bulk edit by selecting multiple notifications.

NOTIFICATION ORGANIZATION

Event notifications are organized into these groupings in Workfront's Setup area:

Click each grouping to access a knowledge base article that details the notifications under each option.

- [Action needed](#)
- [Requests I have made](#)
- [Communication](#)
- [Approval information](#)
- [Information about work assigned to me](#)
- [Information about projects I'm on](#)
- [Information about projects I own](#)
- [Information about projects I sponsor](#)
- [Miscellaneous information](#)

Recommended notifications.

The list below shows the notifications that Workfront finds are vital to everyday work.

OBJECT TYPE	NOTIFICATION NAME
Action Needed	<ul style="list-style-type: none">• Work item request to work item assignee• Document pending approval to approvers• Project pending approval to delegated approver• Task pending approval to delegated approver• Issue pending approval to delegated approver• Issue Assignment to Issue Assigned To• Task assignment to task assigned to• Work item request to team• Access request to user• Document request add to requestee
Requests I Have Made	<ul style="list-style-type: none">• Document approval status change to requester• Request document add to issue primary contact• Document request complete to requestor• Request add to issue primary contact• Request closed to issue primary contact• Request assignment to issue primary contact• Request status change to issue primary contact
Communication	<ul style="list-style-type: none">• Request note add to issue primary contact• Work item comment to thread participants• Work item comment to work item assignee• Someone includes me on a directed update• Someone includes my team on a directed update• Work request reply to work requester

OBJECT TYPE	NOTIFICATION NAME
Approval Information	<ul style="list-style-type: none">• Delegated Issue approval status change• Delegated Project approval status change• Delegated Task approval status change• Document approval cancel to approver• Approval delegation to another user
Information about Work Assigned to Me	<ul style="list-style-type: none">• All predecessor task completion to task dependents• Request document add to issue assigned to• Task planned completion date changed• Issue planned completion date changed• Issue status change to issue assigned to
Information about Projects I'm On	No recommendations
Information about Projects I Own	<ul style="list-style-type: none">• Task commit date change to project owner• Issue commit date change to project owner
Information about Projects I Sponsor	No recommendations
Miscellaneous Information	<ul style="list-style-type: none">• Announcement was added• Document request cancel to requestee• Error notification• Project added to a portfolio or program• Object share to user

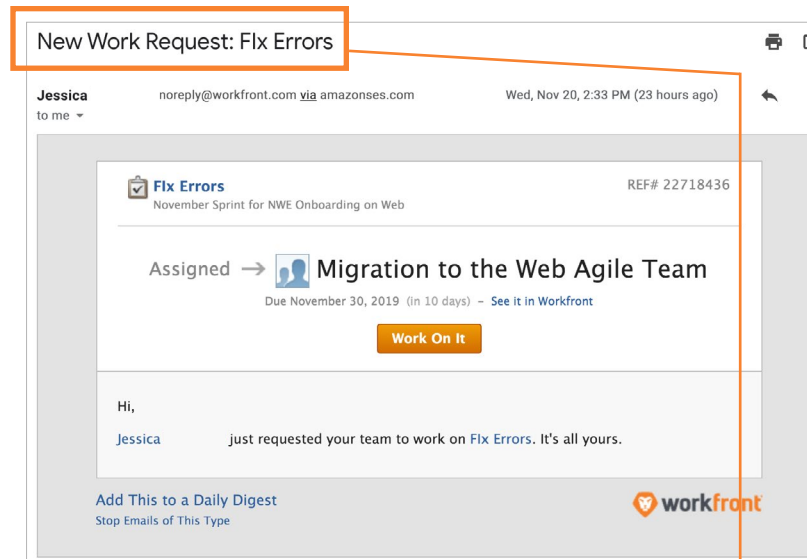
Troubleshoot notifications.

Sometimes it's not clear which option is triggering a notification.

You can figure out which option it is by looking at the subject line of the email your user receives. So have the user forward you an example.

Then you can match that in the Event Notifications area by searching in the Email Subject column.

From there, you can either adjust the notification at the global system level or the user can adjust the email frequency in their personal settings.



This Workfront notification email is alerting the user that a new work item has been assigned to them.

The screenshot shows the 'Email Notifications' settings page. It has tabs for 'Event Notifications', 'Reminder Notifications', and 'Email Templates'. Below the tabs is an 'Export' button and a table with columns: 'Active', 'Name', 'Description', and 'Email Subject'. The table is filtered to show 'Action Needed (16)' items. The first item is 'Work Item Request to Work Item Assignee' with a description 'I get a new work request' and an email subject 'New Work Request: Reference ObjectName'. An orange box highlights the 'Email Subject' column header and the first row's subject, with an orange line pointing from the email screenshot above.

	Active	Name	Description	Email Subject
▼ Action Needed (16)				
<input type="checkbox"/>	✓	Work Item Request to Work Item Assignee	I get a new work request	New Work Request: Reference ObjectName
<input type="checkbox"/>	✓	Document pending approval to approvers	I need to approve a document	Entered By: Display Name asked you to approve a document in Workfront
<input type="checkbox"/>		Project Pending Approval to Approvers	I need to approve a project	Project Pending Approval: Name
<input type="checkbox"/>		Task Pending Approval to Approvers	I need to approve a task	Task Pending Approval: Name

By searching "new work request" (the first part of the email's subject line) in the Notifications section, you find that email is generated by the "Work item request to work item assignee" option.

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