

Redmine - Defect #37981

Email on user creation not sent

2022-11-30 11:31 - Vincent B

Status:	Closed	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Administration	Estimated time:	0.00 hour
Target version:		Affected version:	5.0.3
Resolution:	Cant reproduce		
Description			
<p>Hello,</p> <p>We noticed than when we create a new user, this one doesn't receive any email with password / link to connect. Can you please check ?</p> <p>Thank you,</p> <p>Vincent</p>			

History

#1 - 2022-11-30 14:26 - Holger Just

- Subject changed from [Email on user creation not sent] to Email on user creation not sent
- Status changed from New to Closed
- Resolution set to Cant reproduce

When creating a new user as an admin, you have tio enable the checkbox "Send account information to the user" at the bottom of the user form in order to send details to the user.

Note that the checkbox (and the general ability ti send emails) is only available if your email setup in config/configuration.yml allows email deliveries.

If this does not solve your issue, please add additional information (at least relevant log entries from both Redmine, i.e. your log/production.log as well as your mail server if available as well your email configuration). Please also check whether any emails can be sent by your Redmine.