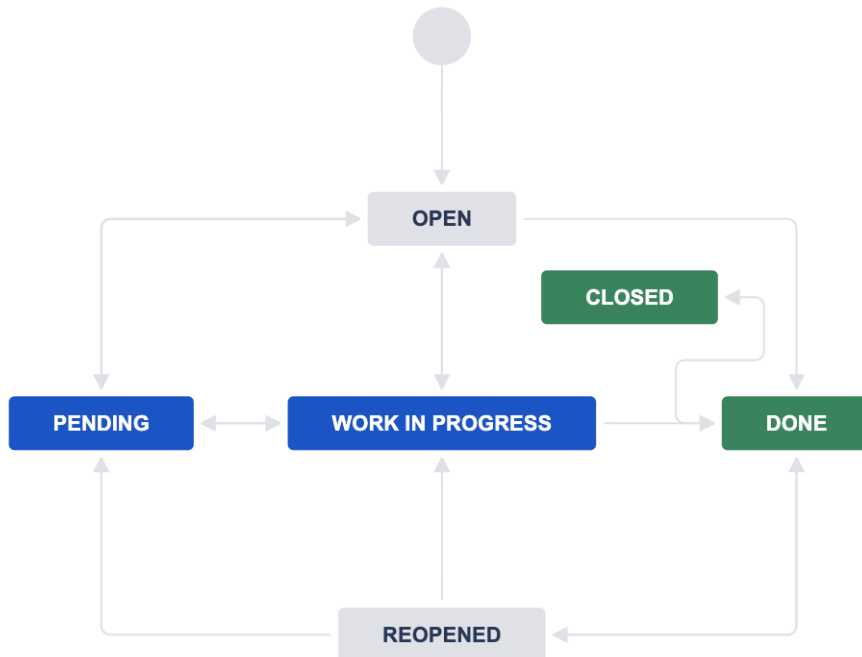


Lesson 1: Your very First notification - on status change

Welcome on board! This tutorial will demonstrate how to solve one of the most typical problems with Jira - notification when issue status is changed.

Here's an example of workflow configured in our project. We need to send notification when issue is transitioned to "Work in Progress" either from "Open" or "Pending" statuses.



Solution

Navigate to your Raley Emails Notifications home page either through Jira Settings > Apps > Manage Apps > Raley Notifications for Jira > Configure or via Project settings > Raley Notifications configuration link. Click on button "Add messenger configuration rule".

Provide the following values as shown on the screenshot example below:

Notification configuration

Name*

Enabled* ☒
You can temporary disable this notification if necessary

Audit enabled ☐
When audit is enabled, each message sent with this configuration is saved as a comment to related JIRA issue

JIRA Event*
When this event happens in JIRA - we'll send you a notification, or you can define your custom scheduler

Projects

Issue types

Status changed from To

JQL Rule
Additional JQL criteria the issue must match (Mandatory when Custom scheduled).
Also, please make sure Raley notifications addon has permissions to query your JIRA (managed through user management menu)

In **Projects** combo-box choose the project you want to get notifications for and in **Issue types** you can limit these notifications to be applicable only to certain issue types.

Move on to the next section and provide values as shown below:

Send to*

Subject*

To*

Do not notify author of the change ☒

Outgoing Mail server

This essentially means that we're sending notification via **Email** and the subject of the message will be "We started to work on your issue MYSD-XYZ", where XYZ stands for issue number in your Jira that the notification is sent for. The email will be sent to Reporter and Participants of the request.

You don't need to worry about setup of outgoing SMTP server, because you can use Raley SMTP server **Provided by Raley**

Last part of the puzzle is to make a notification template. Fortunately, there's a nice small tool that will make this work a breeze! Click on **Template Wizard** and Choose

- Details on the first page
- HTML on the second page

On the third page add 3 fields using **Issue field picker** button: Summary, Key and Assignee name. The result should look like this:

Template Wizard



Choose Layout

HTML or Plain

Choose Fields

Final Review

Issue field picker ▾

Field Names

Summary



Assignee -> Name



Description



Note, that you can change the position of the fields in this list by drag-n-dropping them.

Click on button **Next** and the template will be generated for you. Then click on **Copy & close** -the pop-up wizard will close.

Paste the copied text into the template editing textarea. It will look like this:

```
1 <table border="1">
2   <tr>
3     <td style="padding: 5px"><b>Summary</b></td>
4     <td style="padding: 5px">${issue.fields.summary}</td>
5   </tr>
6
7   <tr>
8     <td style="padding: 5px"><b>Assignee -> Name</b></td>
9     <td style="padding: 5px">${issue.fields.assignee.displayName}</td>
10  </tr>
11
12  <tr>
13    <td style="padding: 5px"><b>Description</b></td>
14    <td style="padding: 5px">${issue.fields.description}</td>
15  </tr>
```

Issue field picker ▾

Template wizard

Issue key

Preview notification

Templating language: **VELOCITY**. See our [tutorial](#)

Save Configuration

Send Test Message

Cancel

Congratulations, you've just configured your first Raley notification!

You can now take any existing issue to test-drive your template. Just input the issue key into **Issue key** text box on the right from template editor and click on **Preview notification**. The system will

show you a popup with notification rendered from that issue like following:

Preview



To ip@inversionpoint.net

Subject We started to work on your issue MYSD-4

Message

Summary	Testing issue
Assignee -> Name	IP Test
Description	Hello description

You can also make sure that the message will look properly in your actual inbox. To do that provide an issue key to test on and click on **Send test message button** in the bottom of the page.

The test message will arrive to the address specified in **To**.