

How to exclude an email address from notifications

Question: I need to notify request participants about changes in the ticket, but there's always some address(es) that I want to skip from notification. How to achieve that?

Answer: If you have chosen "Service desk participants" in TO section, then remove it.

Then, using issue field picker click on Request Participants emailAddress. You'll get a popup with Velocity generated code to access request participants.

Expand the textarea to the right from TO, paste the code that you just got and modify it like following:

Email address exclusion

```
#foreach ($u in $!issue.fields.customfield_XXXXX)
  #if ($u.emailAddress ne "addresstoexclude@yourcompany.com")
    $!u.emailAddress,
  #end
#end
```

The XXXXX here represents the actual code of your custom field containing Request participants details. Make sure that you also change the email address on the second line that Raley should ignore. In the end, your configuration should look something like this:

The screenshot shows a notification configuration interface. It includes fields for 'Send to' (set to EMAIL), 'Subject' (Test subject), 'Issue field picker' (dropdown), 'To' (Choose JIRA fie), and 'Outgoing Mail server' (Provided by Raley). A checkbox for 'Do not notify author of the change' is present. A red box highlights a Velocity code block in the 'To' field area, which is a modified version of the code shown in the previous block, with 'XXXXX' replaced by '10538'.

```
#foreach ($u in $!issue.fields.customfield_10538)
  #if ($u.emailAddress ne "emailtoexclude@yourcompany.com")
    $!u.emailAddress ,
  #end
#end
```

If you need to ignore more than 1 email address, the a good approach is to use the technique described in [Maintaining a centralised list of emails to which notifications should not be sent](#)