

# Job Request Setup

## Introduction

This guide helps you to configure which email address will be used to send job request notifications, coordinator team email addresses to manage job requests, and external booking site URL to send approve and decline job request links.

Below are the settings you can configure for the job requests in **Job Request Configuration**.

- "From" Email for Request Notification
- Coordinator Emails to Send Notification

## Functionality Overview

### Set "From" Email for Request Notification

When a job request gets created, the job requester and coordinator team will receive an acknowledgment email for the newly created job request. You can configure which email address will be used to send these emails.

Follow the below steps to set **"From" Email for Request Notification**.

1. Add your desired email address which you want to use to send job request notifications in organization-wide addresses.

If your desired email address is not added in organization-wide addresses, then follow the below steps to add organization-wide addresses, otherwise you can skip the below steps and use your organization-wide address.

- a. Go to **Setup**
- b. Go to **Quick Find**. Search and open **Organization-Wide Addresses**.

**Organization-Wide Email Addresses**

An org-wide email address allows each user in a user profile to send email using this address. All messages use the same display name and email address. You can also designate an org-wide email address for unmonitored mailboxes that require a verified address.

| Actions                                    | Display Name        | Email Address                   | Allowed Profiles | Status   | Created Date | Purpose                                     |
|--------------------------------------------|---------------------|---------------------------------|------------------|----------|--------------|---------------------------------------------|
| <a href="#">Edit</a>   <a href="#">Del</a> | Neilon Technologies | support@neiltontechnologies.com | All Profiles     | Verified | 08/10/2023   | User Selection and Default No-Reply Address |

- c. Click on the **Add** button.
- d. Provide **Display Name** and **Email Address**. Select **Purpose** as **User Selection**.

- e. Click on the **Save** button.

**SETUP**  
**Organization-Wide Addresses**

### Edit Organization-Wide Email Addresses

An org-wide email address allows each user in a user profile to send email using this address. All messages use the same display name and email address. You can also designate an org-wide email address for unmonitored mailboxes that require a verified address.

**Organization-Wide Email Address** ! = Required Information

Save Save and New Cancel

Display Name:

Email Address:

Purpose:

☐ Allow All Profiles to Use this From Address  
☒ Allow Only Selected Profiles to Use the From Address

Profiles: 

- Neilon Job Manager
- Minimum Access - API Only Integrations
- Custom Standard User
- B2B Reordering Portal Buyer Profile
- Service Cloud
- Customer Portal Manager
- System Administrator
- External Apps Plus Login User
- External Apps User
- External Apps Plus User

The organization-wide address is added successfully.

2. Navigate to the **Neilon Project Management** application from the App Launcher.
3. Go to the **Neilon Jobs Administration** tab. Click on **Job Request Configuration**.

Neilon Project Man... **Neilon Jobs Administration** Request Manager Job Manager Job Calendar Invoice Manager Outstanding Invoices Email Invoices Invoice Reminders Review Invoice Feedbacks

**NEILON JOBS ADMINISTRATION** **JOB REQUEST CONFIGURATION** X

**System Configuration**  
Provide values needed to configure application for your organization.

**Neilon Jobs Access Management**  
Grant or revoke Neilon Jobs access for your organization users.

**Job Request Configuration** (highlighted)  
Configure external booking site URL for job requests in your organization.

**Invoice Configuration**  
Configure default invoice templates, default invoice by for invoices in your organization.

4. Put the organization-wide address in the **"From" Email for Request Notification** field.

**NEILON JOBS ADMINISTRATION** **JOB REQUEST CONFIGURATION** X

**Job Request Configuration**  
Configure external booking site URL for job requests in your organization.

Save Reset to System Default

**Job Request Detail**

**"From" Email for Request Notification** (highlighted)

**Coordinator Emails to Send Notification**

**External Booking Site URL**

5. Click on **Save** button to save the configuration.

**NEILON JOBS ADMINISTRATION** **JOB REQUEST CONFIGURATION** X

**Job Request Configuration**  
Configure external booking site URL for job requests in your organization.

Save (highlighted) Reset to System Default

**Job Request Detail**

**"From" Email for Request Notification**

**Coordinator Emails to Send Notification**

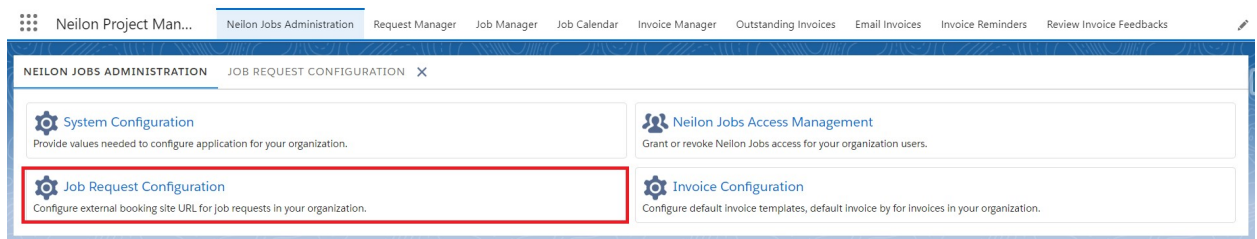
**External Booking Site URL**

## Set Coordinator Emails to Send Notification

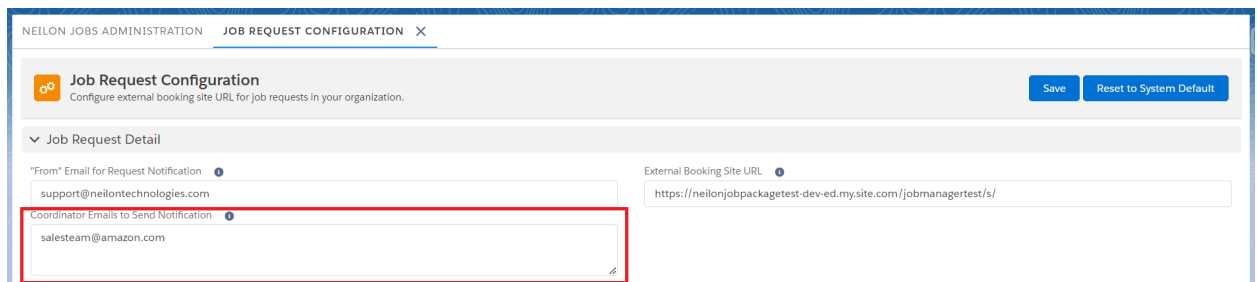
When a job request gets created, the job requester and coordinator team will receive an acknowledgment email for the newly created job request. You can configure which email addresses will be used as coordinator emails. Here you can add comma separated multiple emails of coordinator as well. The coordinator team will receive the emails and manage job requests.

Follow the below steps to set the **Coordinator Emails to Send Notification**.

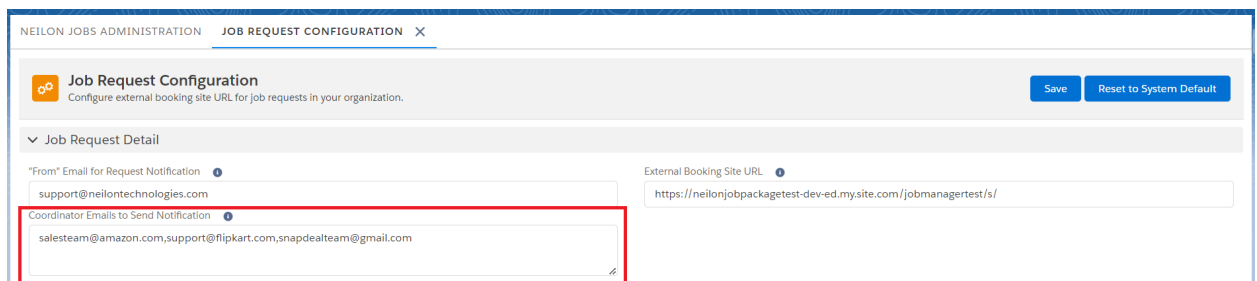
1. Navigate to the **Neilon Project Management** application from the App Launcher



2. Go to the **Neilon Jobs Administration** tab. Click on **Job Request Configuration**.
3. Provide the email address that you want to set as the coordinator's email address.



4. Here you can add comma separated multiple emails as well (for example salesteam@amazon.com,support@flipkart.com,snapdealteam@gmail.com)



5. Click on **Save** button to save the configuration.

## Set External Booking Site URL

External booking site URL will be used when we send job request quotations to the customer with approve or decline links.

Follow **Approve & Decline Job Request Quote Setup** guide to know more about approve or decline job requests using external booking site URL.