Creating a Notification Scheme

About Email Notifications

JIRA can generate email notifications for various events that happen during the issue lifecycle. Notifications are defined within a *notification scheme* (see below), which associates particular events with particular email recipients. The notification scheme is then assigned to a particular project; note that you can use the same notification scheme for more than one project.

Your JIRA system contains a notification scheme called 'Default Notification Scheme', which by default, is not associated with new projects. However, you can associate this notification scheme with your project through the **Project Summary** page as described below. You can modify this scheme or if you prefer, create other notifications schemes for particular projects.

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Events

The events which can generate email notifications are:

Event	Description
Issue Created:	An issue has been entered into the system.
Issue Updated:	An issue has had its details changed. This includes the deletion of an issue comment.
Issue Assigned:	An issue has been assigned to a new user.
Issue Resolved:	An issue has been resolved (usually after being worked on and fixed).
Issue Closed:	An issue has been closed. (Note that an issue may be closed without being resolved; see Workflow).
Issue Commented:	An issue has had a comment added to it.
Issue Comment Edited:	An issue's comment has been modified.
Issue Reopened:	An issue has been re-opened.
Issue Deleted:	An issue has been deleted.
Issue Moved:	An issue has been moved into or out of this project.
Work Logged On Issue:	An issue has had hours logged against it (i.e. a worklog has been added).
Work Started On Issue:	The Assignee has started working on an issue.
Work Stopped On Issue:	The Assignee has stopped working on an issue.
Issue Worklog Updated:	An entry in an issue's worklog has been modified.
Issue Worklog Deleted:	An entry in an issue's worklog has been deleted.
Generic Event:	The exact nature of this event depends on the workflow transition(s) from it was fired.
Custom Event(s):	The exact nature of these events depends on the workflow transition(s) from which they were fired.

ℹ️ JIRA does not have a specific notification event for the deletion of issue comments. When an issue's comment is deleted, JIRA sends out an email notification as an 'Issue Updated' event.

Recipients

The recipients who can receive email notifications are:

Recipient	Description
Current Assignee	The user to whom the issue is currently assigned.
Reporter	The user who originally created the issue.

Current User	The user who performed the action that has triggered this event.
Project Lead	The user who is managing the project to which the issue belongs.
Component Lead	The user who is managing the component to which the issue belongs.
Single User	A particular user in your JIRA system.
Group	A particular group in your JIRA system.
Project Role	The members of a particular project role for this project. ℹ️ Note that it is recommended to use project roles (rather than groups) in your notifications as this can help minimise the number of notification schemes in your system.
Single Email Address	Any email address that you wish to alert. ℹ️ A Single Email Address notification will only be sent if the issue is publicly viewable (as the email address of a non-JIRA user could be specified, in which case a security check is not possible). Publicly viewable issues are issues which have a Permission scheme that gives the 'Browse Projects' permission to 'Anyone' (any non-logged-in users).
All Watchers	All users who are watching the issue.
User Custom Field Value	The value of a custom field of type *User Picker* or *Multi User Picker* that may have been associated with issues. ℹ️ An example of where this can be useful: if you have a custom User field called Tester, you can have the tester notified when an issue is resolved.
Group Custom Field Value	The value of a custom field of type *Group Picker* or *Multi Group Picker* that may have been associated with issues..

Note that email notifications will only be sent to people who have permission to view the relevant issue — that is, people who:

- have the 'Browse Project' permission for the project to which the issue belongs; and
- are members of any Issue security levels that have been applied to the issue.

Also note that JIRA can only send email notifications if SMTP email has been enabled (see Email Overview).

> JIRA will send notification emails to both the **previous assignee and the current assignee**, whenever the assignee field changes. However past versions of JIRA only sent a notification email to the previous assignee IF the operation that changed the event was the "Assign Issue" operation. It did not send a notification if the issue was edited in some other way.
> The "`jira.assignee.change.is.sent.to.both.parties`" application property allows the old behaviour to be re-instated, for those customers who liked the old behaviour.
>
> See http://jira.atlassian.com/browse/JRA-6344 for more details

Adding a Notification Recipient

To add a new recipient for a particular event:

1. Log in as a user with the '**JIRA Administrators**' global permission.
2. Select **'Administration' > 'Issues' > 'Notification Schemes'** to open the 'Notification Schemes' page.
   ✅ Keyboard shortcut: **'g' + 'g' +** type **'notification schemes'**
   Screenshot 1: The 'Notification Schemes' page

   Notification Schemes

   The table below shows the notification schemes currently configured for this server

Name	Projects	Operations
Default Notification Scheme		Notifications | Copy | Edit | Delete

   Add Notification Scheme

3. Locate the scheme of interest and click the '**Permissions**' link. In the 'Add Notification Scheme' for, enter a name for the notification scheme, and a short description of the scheme. Click the '**Add**' button.
4. You are then shown the 'Edit Notifications' page. This page lists all of the above mentioned events (see above), along with the recipients who will receive notifications when each event occurs:

5. Click the '**Add**' link in the appropriate event row (see the list of events above). This will display the 'Add Notification' page. Here you can choose who to notify, from the list of available recipients (see above).

6. After selecting the appropriate recipient, and filling in any required information for that recipient, click the '**Add**' button.
7. You will be taken back to the 'Edit Notifications' page (see above), with the notification you just specified now listed against the appropriate issue event.
8. If you make a mistake, or you would like to remove who is being notified, simply click the '**Delete**' link beside the person/group/role.
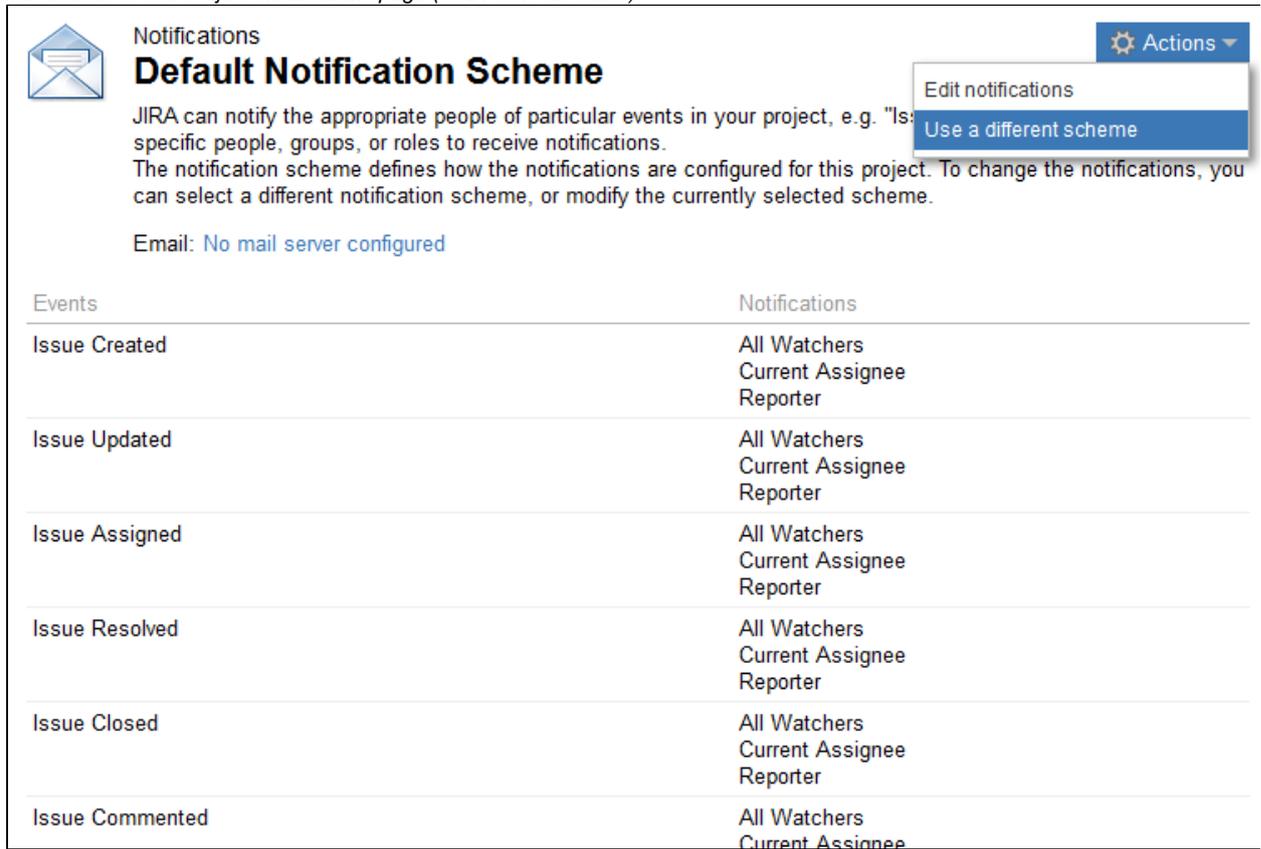
Creating a Notification Scheme

1. Log in as a user with the '**JIRA Administrators**' global permission.
2. Select **'Administration' > 'Issues' > 'Notification Schemes'** to open the 'Notification Schemes' page (see above), which lists all notification schemes that currently exist in your JIRA installation.
   - ✅ Keyboard shortcut: **'g' + 'g' +** type **'notification schemes'**
3. To create a new scheme, either:
   - Click the '**Copy**' link to copy an existing notification scheme. If you have a scheme that is reasonably similar to what you require, creating a copy is the quickest way to add a new scheme; **or:**
   - Click the '**Add Notification Scheme**' button.
4. Enter a name for the notification scheme (e.g. "Angry Projects Notification Scheme"), and optionally a description of the scheme.
5. Add notifications/recipients as described above.
6. Associate your new notification scheme with a project as described below.

Associating a Notification Scheme with a Project

1. Log in as a user with the **JIRA Administrators** global permission.
2. Click the '**Administration**' link at the top of the screen.
3. Click **'Projects'** and select the project of interest. You will now see the 'Project Summary' screen (see Defining a Project).
4. On the lower right, in the 'Notifications' section, click the name of the current scheme (e.g. 'Default Notification Scheme') or '**None**' (if the project is not yet associated with a scheme) to display details of the project's current notification scheme.
5. If using JIRA 4.4.1 or later, click the '**Actions**' dropdown menu and choose '**Use a different scheme**' (or '**Select a scheme**').
   - ℹ️ If using JIRA 4.4.0, click the pencil icon instead.
   Screenshot 4: The Project Notifications page (JIRA 4.4.1 and later)

6. On the subsequent 'Associate Notification Scheme to Project' page, which lists all available notification schemes, select the notification scheme you want to associate with the project and click the '**Associate**' button.

See also Minimising the number of Permission Schemes and Notification Schemes.