

# Configuring Email Notifications

## Who receives notifications?

Customer Case sends [email notifications](#) to a [support agent](#) or to a user only when they [watch a request](#). You automatically become a watcher of a request in the following cases:

- You are the author of a request
- You reply to a comment
- You are added as a participant to a support forum.

A person who votes for an idea **does not** become a watcher of the request automatically.

## Configuring Jira notifications for internal use

For all internal events (such as a submission of a new request, a new comment, and so on) you need to correctly configure the [email notification scheme](#) in Jira. It allows you to adjust certain users or groups that receive email notifications upon the key events.

## Customer Case mailboxes

By default, all the notifications from Customer Case are sent from the address [event@mail.customercase.com](mailto:event@mail.customercase.com). If you want to change this default email address, read the [Managing mailboxes guidelines](#) and configure it yourself.