Who receives SMS connection alert emails

Connection alert emails (e.g. requests to check contact details) are sent to the recipients defined in your Applications settings. Here’s who gets them and how to change the list.

Overview

Connection-related emails—such as prompts to check or confirm contact details—are sent to the email addresses on your organisation’s connection alert recipient list.

Who receives these emails

- They are sent to the email addresses listed under Reports and notifications in your Applications settings.
- Franchisees or other team members receive them only if their email addresses are on that recipient list.

Change who gets these alerts

1. Open your organisation’s Applications settings.
2. Go to Reports and notifications.
3. Review and update the connection alert recipient list to add or remove email addresses.

Upcoming change

We are updating the system so that only the person who created the SMS connection will receive these emails. Until that change is in place, use the steps above to control who receives them.