

## Review Emails Sent to Users

This article outlines the process for viewing the history of automated and mass communications sent to users through OPSCOM. This feature allows administrators to verify that important messages, such as violation notices and receipts, have been successfully dispatched. This guide is intended for OPSCOM administrators.

### Using this Feature

This feature is enabled by default and does not require any specific configuration. It automatically logs communications generated by system tasks and user actions. **Sent Mail History** provides a comprehensive log of all system-generated email communications sent to a specific user.

#### To access a user's email history:

1. Go to the profile of the user you wish to review.
2. Go to the **History** tab, then **History**, and click on **Sent Mail**.

#### Key Information Displayed

On the **Sent Mail** page, you will see a list of all communications sent to the user, including:

- **View Email Content:** To view the body of a specific message, click the link in the **Subject** column. A pop-up window will appear, displaying the exact content of the email that was sent to the user.
- The **Subject** of the email.

- The **Date** the email was sent.

The following types of internal and automatic messages are logged in the **Sent Mail** history:

- **New & Overdue Violation Notices:** Emails sent via the **Send New Violation Notices** and **Overdue Violation Notices** system tasks are logged here. The link displays the notice letter as it was generated and sent.
- **Receipts:** When a user completes a payment, an email receipt is dispatched. The history log displays the actual email content, which may have a different layout than the standard receipt view within OPSCOM.
- **Invoices:** Emails containing invoices that were generated and sent to a user are logged and viewable from this page.

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## Best Practices & Considerations

- When a user reports not receiving an email, **always check the Sent Mail history first** to confirm that the system successfully dispatched the message.
- Use this tool to **verify communications before resending notices or contacting users**, which helps prevent duplicate messages and potential confusion.
- **Note that this history only tracks emails sent directly through OPSCOM's automated systems.** It does not log manual correspondence sent from personal email clients (e.g., Outlook, Gmail).

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