

Notification Configuration Guide – Customer Portal

Overview

ARC notifications keep you informed about things that need your attention. That might be a new invoice, an overdue invoice, or even a comment shared with you. Notifications are delivered via email.

Configure your notifications

By default, you are subscribed to receive some notifications, others might be mandatory, and others are available/optional for you to subscribe to.

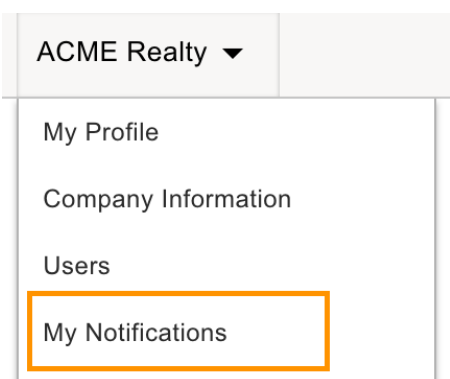
1. If a notification is set up as **Mandatory**, ARC will ensure that at least one customer user receives it.
2. If a notification is **Subscribed by Default** but not Mandatory, you are subscribed upon activation, and can unsubscribe if you wish.
3. If a notification is simply **enabled**, you will have the option to subscribe to it. You won't receive the notification until you subscribe.


Invoice Overdue (1 day) Notifies when an invoice is overdue by 1 day	✓	1
Invoice Overdue (5 days) Notifies when an invoice is overdue by 5 days	☑	2
Invoice Overdue (15 days) Notifies when an invoice is overdue by 15 days	☐	3

Subscribing to Notifications

You have the ability to manage your notifications.

1. Click on **My Notifications** in the menu at the top right corner:



2. Select/unselect your desired notifications
 - Note: you can't unsubscribe from the notifications that are mandatory ✓
3. Click the **Update Notifications** button at the bottom of the page 

In the example below:

- The user is subscribed to "Comment Added" but can unsubscribe.
- The user is not subscribed to "Dispute Closed" and will never receive that notification unless he/she subscribes.
- The "Dispute Opened" notification is mandatory and the user cannot unsubscribe.

My Notifications	
Select the events you want to receive notifications for	
▶ Customer (2)	
▼ Invoice (2)	
Comment Added Notifies when someone makes a comment on an invoice	<input checked="" type="checkbox"/>
Dispute Closed Notifies when an invoice dispute is closed by a user	<input type="checkbox"/>
Dispute Closed With Payment Notifies when an invoice dispute is resolved because the invoice is paid in full.	<input type="checkbox"/>
Dispute Opened Notifies when an invoice dispute has been opened.	<input checked="" type="checkbox"/>