

# Request Tracker (RT) email reminders

## Requesting email reminders

Queue owners may request to have email reminders for their queue or may choose to turn off all email reminders for their queue (this would stop the email reminders for the queue owners and the request/ticket owners for items in this queue). To request reminders be turned on/off, queue owners may send a request to [request@rt.uwaterloo.ca](mailto:request@rt.uwaterloo.ca).

## Changing criteria for email reminders

Queue owners may request a change to the number of weeks/months old a request/ticket needs to be to generate a reminder. To do this, queue owners may send a request to [request@rt.uwaterloo.ca](mailto:request@rt.uwaterloo.ca).

## Content of email reminders

Owners of requests/tickets will receive an email reminder once per week (on Wednesday mornings) if they own requests/tickets that:

- Are new or open, 2 weeks old or older, and have not been replied to for 1 week or more
- Are stalled, 2 months old or older, and have not been replied to for 1 month or more
- Are new or open, older than 2 days, and have not been replied to at all

Owners of queues will receive an email reminder once per week (on Wednesday mornings) if requests/tickets in their queue:

- Are new or open, 2 weeks old or older, and have not been replied to for 1 week or more
- Are stalled, 2 months old or older, and have not been replied to for 1 month or more
- Are new or open, older than 2 days, and have not been replied to at all
- Are unowned and are 2 days old or older

## Related articles

- ["Mailbox temporarily moved on Exchange" error](#)
- [Apple Mail's Exchange mailboxes not displaying emails properly](#)
- [Recovering accidentally deleted email](#)
- [Request Tracker/RT issue solver documentation - basic](#)
- [Manual settings for mapping EDU email accounts](#)

### Need Help?

Contact the IST Service Desk at [helpdesk@uwaterloo.ca](mailto:helpdesk@uwaterloo.ca) or 519-888-4567 ext. 44357.