



# EMAIL APPROVAL RESPONSE FAQ

## Summary

Answers to common questions about email approval responses.

## What is email approval response?

If your administrator has enabled email approval response, you can approve or reject approval requests by responding to the email notification.

When responding to an approval request, the first line of the email body may contain one of the following words:

- approve
- approved
- yes
- reject
- rejected
- no

Periods and exclamation marks are also allowed at the end of the word. You can also optionally add comments in the second line of the email body. Users can still click a link in the email to access the approval page as well. This feature is especially useful for organizations with users who receive approval requests on mobile devices.

## How do I enable email approval response?

To enable email approval response for your organization, from Setup, click **Create > Workflow & Approvals > Settings**, select the **Enable Email Approval Response** checkbox, and click **Save**.

## Can I use a mobile device (such as a BlackBerry) to approve and reject approval requests?

Yes. Use the standard mobile device email client and respond to the approval request email by sending a reply with the word "approve," "approved," "yes," "reject," "rejected," or "no" in the first line of the email body. You can also add comments in the second line.

## I tried to reply but got this error message: "Your workflow approval message was not processed." What should I do?

Make sure you reply using the same email address that received the email approval request.

## I tried to reply but my email approval response wasn't delivered. What should I do?

Approvers must have the "API Enabled" system permission to approve or reject approval requests via email. Contact your administrator.

## Why am I not receiving any email approval requests?

You might not receive the email approval requests that you expect because:

- Your user preferences for receiving approval request emails might not be set to do so. For details, see "Changing Your Approval User Preferences" in the Salesforce Help.
- Email delivery time can vary based on your ISP or connection.
- Your email content might be caught by a spam filter on your mail server. Contact your email administrator, who can check the logs of all inbound email to see if it's being delivered, rejected, or marked as spam.
- Your Salesforce email addresses might need to be white-listed by your email administrator.

## Can I respond to email approval requests in languages other than English?

Yes. Email approval response works in all languages that Salesforce supports. The response word or phrase is checked using the current user language dictionary. If no matches are found, the response word or phrase is checked in all other language dictionaries.

## What if the approval request has already been approved or rejected by another user?

An email approval request can only be processed once. If another user has responded to the approval request before you do, you'll get an error.