Fube

GUIDE

How to choose which emails you receive from Fube



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> Some days your inbox fills up with things you never asked for, and other days you find out about something important too late because the alert was switched off. Fube emails you for a number of very different reasons — to let you into your account, to tell you that a task is yours, to let you know there's something new — and this guide helps you decide which of those emails you want and which you don't.

First of all, a clarification that will save you a fair amount of searching: this is where you decide what **you receive**. The look and sender of the emails you **send to your customers** — invoices, quotes, reminders — are configured elsewhere, as explained in the guide on **branded emails and your own SMTP**. They are two screens with similar names and opposite purposes.

Before you start

You need the **Owner** or **Administrator** role: they are the only ones who can access the company settings. If you can't see the section, it's down to your role, and whoever assigns roles does so from **member and permission management**.

And it's worth knowing from the outset, because it changes how you make the decision: **this setting belongs to the company, not to each person**. Fube keeps a single email configuration per company, so whatever you switch off here you switch off for everyone who works in it, not just for you.

Step 1 — Open the screen

Go to **Settings › Notifications › Email**. If you go in through the **Settings** index, the row is in the **Notifications** group and is called **Email**.

Watch out for the group next to it: in that same index there's another block, **Mail**, with the **Email branding** and **Custom SMTP** screens. That one is for emails going out to your customers. The one you want is **Notifications**.

The screen is titled **Email notification settings** and sums it up in one line: *'Enable or disable receiving email notifications for the company's users'*.

Step 2 — Get to know the four groups

You'll see four switches, each with its description underneath. This is what the screen says:

Switch	What it covers	Can be switched off
Essential emails (Required)	Essential security and account-related emails	No
Notification emails (Recommended)	Alerts and notifications, such as invoice expiry and reminders	Yes
Product update emails (Recommended)	Product updates, new features and improvements	Yes
Marketing emails	Promotions, special offers and newsletters	Yes

The first one is locked on purpose and can't be changed. These are the emails without which you couldn't use your account: the **access codes** Fube sends for signing in, resetting your password or confirming two-step verification, and the **subscription** notices (welcome, plan change, failed payment). Fube always sends them, regardless of how you set the other three.

Step 3 — Decide what to switch off, knowing what goes off with it

This is the part you can't see on the screen, and the one most worth reading before you touch anything.

'Notification emails' is much broader than its name suggests. That single switch carries alerts that hardly anyone would classify as a 'notification':

- **Support replies**: when someone from Fube answers one of your queries, that email goes through here.
- **Critical Verifactu alerts**, which are the ones telling you that something has gone wrong with the registration of an invoice.
- The email announcing that your **data export** is ready to download.
- The alert that your **bank connection** is about to expire and the consent needs renewing.
- **CRM activity reminders**.
- **Human Resources** notifications (clock-in incidents, absence requests, inbox messages) and **Projects** notifications (assigned tasks, status changes, comments and mentions).
- **Customer portal** alerts: a new order, a signed document and a quote that your customer has accepted or rejected. You'll still get these in Fube's bell all the same.

Switching it off doesn't break anything, but it silences all seven of these areas at once. If what you don't want is the reminders for one particular project, it's better to fine-tune it there: each project has its own **Notifications** card in its settings, where you choose which alerts you want from that project without silencing the rest.

'Product update' and 'marketing' go hand in hand. At the time of sending, Fube treats product news as part of the marketing family, so to receive it you need **both switches on**. Put the other way round, which is how it usually matters: if you switch off marketing, you also stop receiving product news, even if its switch is still green.

And one thing these switches don't affect. Nothing you decide here affects the emails Fube sends **to third parties on your behalf**: the invoices, delivery notes, quotes and pro forma invoices you send to your customers still go out, so do payment reminders to your debtors, and invitations to your team still arrive. They are deliberately outside the scope of this screen, because they are your emails going out, not Fube's emails to you.

Step 4 — Save

Move whichever switches you like and click **Save**. The button is active from the moment you open the screen, even if you haven't changed anything; it is only disabled after a successful save, and becomes active again as soon as you change something. When you save, Fube confirms with a message: *'Settings saved successfully'*.

The changes apply to subsequent emails. Anything already on its way when you clicked the button will still arrive.

Step 5 — Check which address they go to

An email being sent doesn't mean you'll see it: it depends on which inbox it goes to.

- **Personal alerts** — tasks, mentions, incidents, support replies — go to each person's address, the one for their Fube account.
- **Company communications** — product news, newsletters, campaigns — go to the **billing email**, the one in **Settings › Account › General**, within the **Billing details** block. If nobody checks that address, that's where they'll stay. You can see how to review it in the guide on **your company's tax details**.

Edge cases and common mistakes

- **I've turned off notifications and now I don't find out about anything inside Fube.** That shouldn't happen: the bell in the app is independent of email. Fube creates the notification inside the app and sends the email separately, so turning off the email leaves the bell untouched.
- **I don't receive the newsletters even though I have marketing turned on.** Check the billing address. If it's a shared mailbox such as `info@`, `admin@`, `soporte@` or `ventas@`, Fube excludes it from marketing emails for six months: these are shared addresses and aren't used for commercial communication. With a personal address, they do arrive.
- **I hadn't received updates for a while and suddenly they've stopped arriving altogether.** Fube stops sending marketing and product update campaigns to a company once it has gone **180 days** without opening or clicking anything in them. It isn't a penalty: it's good sending practice, and it protects the sender's reputation so that the emails that really matter (the essential ones) keep landing in your inbox.
- **I'm not even getting the sign-in codes any more.** That isn't caused by this screen; essential emails can't be turned off. Check your spam folder and, if the address ever bounced or someone marked a Fube email as spam, contact support so they can look into it.

- **I clicked ‘Unsubscribe’ in my email client.** That's to be expected: the unsubscribe link included in notification and marketing emails points straight to this screen, so you can decide with the level of detail it offers rather than all at once.
- **The screen doesn't load and shows ‘Settings not found’.** It's rare (every company is created with its own email settings), but if it happens, the message itself asks you to *‘contact a Fube administrator’*. And if instead of that message you see a ‘not found’ page, it's something else: your company has no email settings associated with it.

Frequently asked questions

Can I turn off essential emails?

No. These are the ones that let you sign in to your account and recover it, plus the subscription emails. Their switch is locked and the sending system excludes them from any preference, so they are always sent.

If I turn off notifications, will my customers stop receiving payment reminders?

No. This screen only controls what Fube sends to you and your team. The invoices, quotes and payment reminders sent to your customers go through a separate channel and are not affected.

Is this the same as setting up the sender of my invoices?

No, and it's the most common mix-up. The logo, the colour, the sender name and the server your emails are sent from are set up on two other screens, **Email branding** and **Custom SMTP**, and this is explained in the guide on **customising the sender and appearance of your emails**.

Can each team member choose their own settings?

Not on this screen: the settings belong to the company and apply to all its users. Where there is an individual setting is in projects, in the **Notifications** card of each user's settings.

Will I miss important alerts if I turn off notifications?

You may miss some: that switch covers support replies, critical Verifactu alerts, bank consent expiry and the notice that your data export is ready. If you're particularly concerned about the Verifactu one, the guide on **Verifactu errors with the AEAT** explains what to do when one is triggered.

Can I turn them back on later?

Yes, whenever you like. The switches don't delete anything and have no waiting period: go back to the screen, turn them on, click **Save** and the next mailing will include you.

Let through what's useful to you

The settings that work for almost everyone are the ones Fube comes with by default: notifications and product updates turned on, and marketing up to each person. What's worth deciding carefully is the notification switch, because it covers alerts you'll be glad of on the day you need them. If you don't use Fube yet, you can **create your free account** and have it set up from day one.

Fube

START TODAY

Put this into practice with Fube

Create your free account and issue your first Verifactu-compliant invoice in minutes. No card, nothing to install.

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