What is email approval response?

The email approval response feature gives users the ability to approve or reject email approval requests by replying to the email.

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 accepted 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.

**Note:** By enabling the email approval response feature, you agree to allow salesforce.com to process email approval responses, update approval requests for all active users in your organization, and update the approval object on behalf of your organization’s users.

How do I enable email approval response?

To enable email approval response for your organization, click **Setup ➤ 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.

Why am I not receiving any email approval requests?

You might not receive expected email approval requests due to the following reasons:
• Email delivery time can vary based on your ISP or connection.
• Verify that salesforce.com email addresses are white listed by your email administrator, and that the content is not filtered by a spam filter on your mail server.

**Who should I contact if I do not receive email approval requests?**
Contact your email administrator who can access the logs of all inbound email to determine if email is being delivered, rejected, or marked as spam.

**Can I respond to email approval requests in languages other than English?**
Yes. Email approval response works in all languages that Salesforce.com supports.

**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 an approval request, you will receive an error message if you try to respond to it.