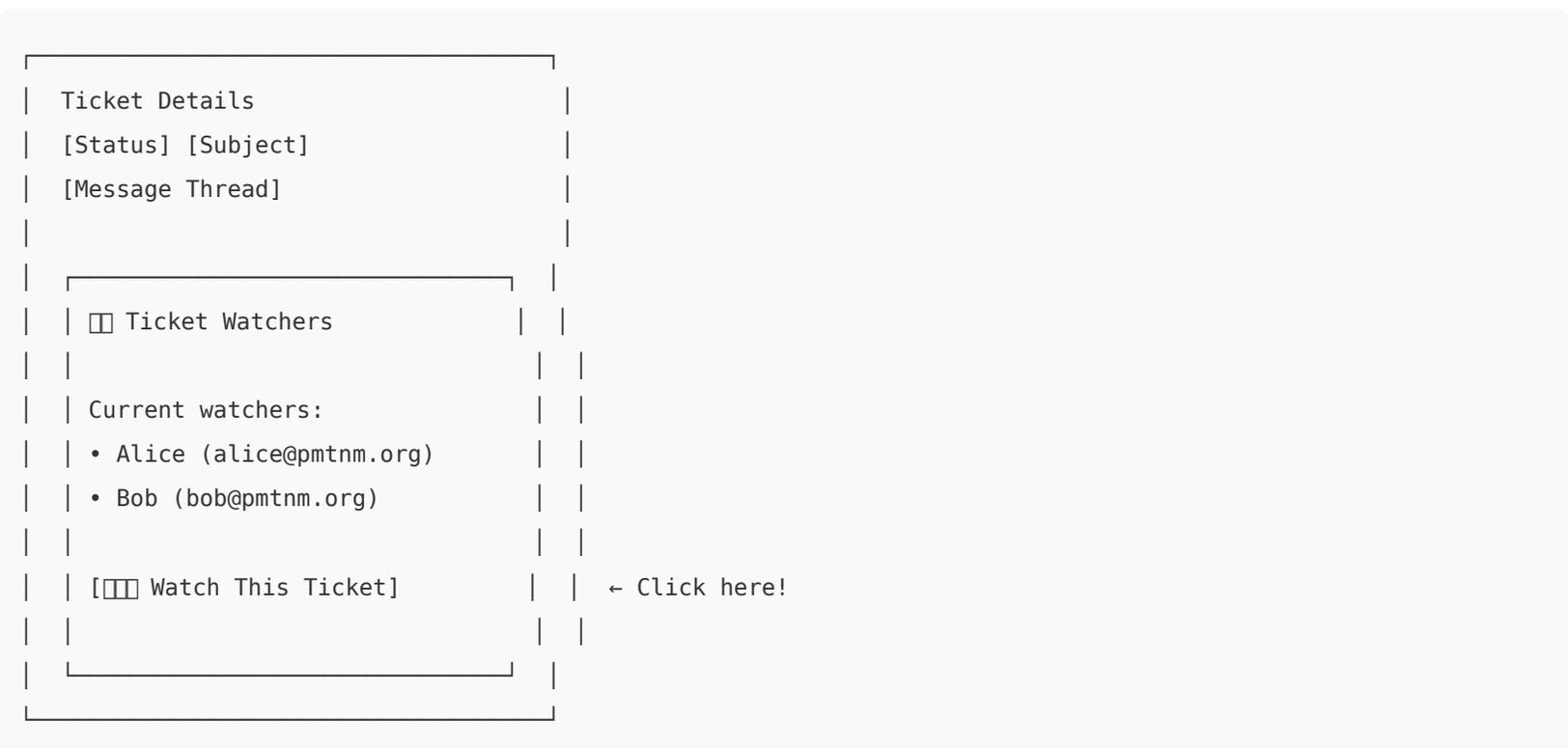# Community Watchers - Quick Start Guide

One-page reference for the watchers feature

What Are Watchers?

Watchers are people who receive email notifications about ticket updates. Use this to keep stakeholders informed without forwarding emails.

How to Watch a Ticket

Visual Guide

```
┌──────────────────────────────┐
│  Ticket Details              │
│  [Status] [Subject]          │
│  [Message Thread]            │
│                              │
│  ┌──────────────────────┐    │
│  │ ▢▢ Ticket Watchers     │  │
│  │                      │  │
│  │ Current watchers:      │  │
│  │ • Alice (alice@pmtnm.org)   │  │
│  │ • Bob (bob@pmtnm.org)        │  │
│  │                      │  │
│  │ [▢▢ Watch This Ticket]      │  │  ← Click here!
│  │                      │  │
│  └──────────────────────┘    │
└──────────────────────────────┘
```

Steps:

1. Open ticket → 2. Find "Ticket Watchers" → 3. Click "Watch This Ticket"

How to Add Someone as a Watcher

```
┌─────────────────────────────────┐
│  Add Watcher                    │
│  ┌─────────────────────────┐    │
│  │ Email: [_____]  │    │  ← Enter their email
│  │ Name:  [_____]  │    │  ← Optional name
│  │                          │    │
│  │ [Add Watcher]            │    │  ← Click to add
│  └─────────────────────────┘    │
└─────────────────────────────────┘
```

Steps:

1. Fill email (required) → 2. Fill name (optional) → 3. Click "Add Watcher"

Common Use Cases

1. Board Oversight

Who: President, board members

Watch: Financial access requests, volunteer inquiries

Why: Governance and oversight

2. Committee Collaboration

Who: Committee members

Watch: Requests related to their committee

Why: Coordinate responses, stay informed

3. Training & Mentoring

Who: Mentors, trainers

Watch: New member inquiries

Why: Learn by observation, provide guidance

Quick Commands (API)

Add Watcher via Command Line

```
curl -X POST "http://localhost:2025/api/workflow/tickets/TICKET_ID/add_watcher" \
    -d "watcher_email=person@example.com" \
    -d "watcher_name=Person Name"
```

Remove Watcher

```
curl -X POST "http://localhost:2025/api/workflow/tickets/TICKET_ID/remove_watcher" \
    -d "watcher_email=person@example.com"
```

List Watchers

```
curl "http://localhost:2025/api/workflow/tickets/TICKET_ID/get_watchers" | jq
```

Limits & Rules

Feature	Limit
Maximum watchers per ticket	50
Minimum watchers	0
Email validation	Required
Duplicate watchers	Prevented
Who can add	Originator, Recipient, Admin
Who can remove	Originator, Recipient, Admin
Self-watch	Anyone with ticket access
Self-unwatch	Anyone watching

Notifications Received

Watchers receive ALL of these:

- ✉ New ticket created (if added at creation)
- ✉ Responses added

- ✉ Request marked as fulfilled

- ✉ Request resolved/unresolved

- ✉ Reminder notifications

Same emails as the person who submitted the request.

Troubleshooting

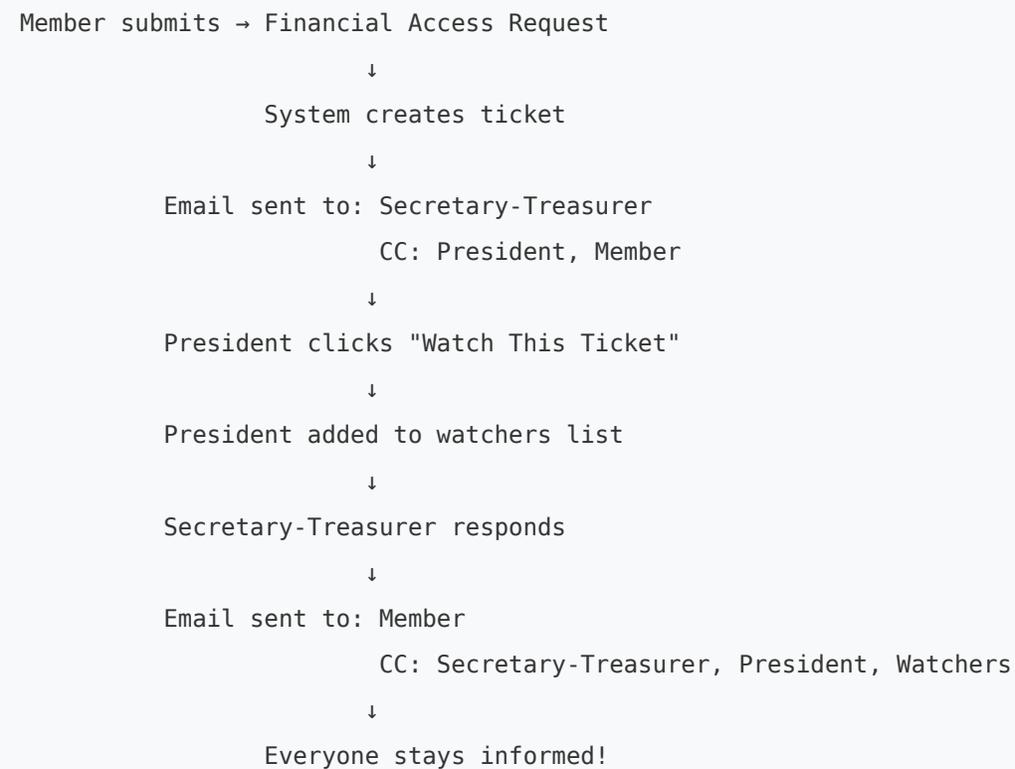| Problem	Solution
Can't watch	You may already be watching - check the list
Can't add watcher	Check email format, may be duplicate
Not receiving emails	Check spam folder, verify still in watchers list
Can't remove	You need permission (originator/recipient/admin)
Hit 50-watcher limit	Remove inactive watchers first

Best Practices

☐ DO

- Add people who need to know

- Unwatch when no longer relevant

- Use for collaboration and oversight

- Respect privacy boundaries

☐ DON'T

- Add unnecessary watchers

- Leave people watching indefinitely

- Watch everything indiscriminately

- Add external email addresses

Example Workflow with Watchers

```
Member submits → Financial Access Request
                      ↓
            System creates ticket
                      ↓
      Email sent to: Secretary-Treasurer
                    CC: President, Member
                      ↓
      President clicks "Watch This Ticket"
                      ↓
      President added to watchers list
                      ↓
      Secretary-Treasurer responds
                      ↓
      Email sent to: Member
                    CC: Secretary-Treasurer, President, Watchers
                      ↓
            Everyone stays informed!
```

Support

Questions? Contact us

Full guide: See `public/WORKFLOW_USER_GUIDE.md`

Technical docs: See `public/workflow-system-documentation.md`

Quick start: Watch a ticket in 3 clicks!

1. Open ticket → 2. Find "Ticket Watchers" → 3. Click "Watch This Ticket"