

Workflow Error Notifications

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Overview

FormAssembly Workflows include automated error notifications to help you quickly identify and resolve issues, ensuring your data collection processes run smoothly without manual monitoring.

When a Workflow-native Connector (e.g., Salesforce, Webhook) encounters a processing error, the system automatically generates an email alert. This email provides critical troubleshooting context, including:

- The affected Workflow Name and Response ID
- The date and time of the error
- The specific Step Name where the failure occurred
- The connector-generated error message
- A direct link to view the response and reprocess it if necessary

Requirements

Error notification emails are routed to the **Workflow Owner**.

To receive these alerts, you must have your global account notifications enabled:

- Navigate to **User Settings > General > Communications from FormAssembly**
- Ensure the checkbox for "**Notify me of any downtime or processing errors regarding my forms and workflows**" is checked

Note: Disabling this setting will stop all error notification emails for your user account.

Configuration per Workflow

You can enable or disable error notification alerts on a per-workflow basis to help control the volume of emails you receive.

How to Configure:

- Open your workflow in the Workflow Builder
- Open **Workflow Properties** (Click the Configure icon in the Toolbar)

- Select the **Notify** tab
 - Toggle "**Send Error Notification Emails**" to Enabled or Disabled
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