Email Notifications

LeweAuto sends transactional email for account and vehicle changes. The messages are queued in the database and delivered after the request through the configured SMTP server. This page describes what is sent and what to check when mail does not arrive.

What is sent

Message	Trigger	Recipient
Password reset	A reset is requested for a local account	The account email
Account created	An administrator or the self-registration creates an account	The new account
Password changed	The user or an administrator changes a local password	The account email
Two-factor authentication changed	2FA is enabled or disabled	The account email
Vehicle assigned	A user is directly assigned to a vehicle	The assigned user

> *i* Group assignments do not send a separate mail. Only the users that are added directly to the vehicle assignment list receive the **Vehicle assigned** message.

The message body contains the action, a link to the application and a security hint where useful. The links use the **Application URL** from Settings; an incorrect URL produces broken links.

> LeweAuto does **not** send marketing mail, event reminders or a daily digest. The bell icon in the header is not a message feed; account notices are delivered by email.

Configuration

Mail is configured in `.env.<target>`:

```
MAIL_HOST=smtp.example.com
MAIL_PORT=587
MAIL_USER=notifications@example.com
MAIL_PASS=your-smtp-password
MAIL_FROM=notifications@example.com
MAIL_ENCRYPTION=tls
```

- Without `MAIL_HOST` and `MAIL_FROM`, no mail is sent. The application still works.
- `MAIL_ENCRYPTION` is optional. Without it, port 465 uses implicit SSL and other ports use STARTTLS when the server offers it. Use `none` only for a trusted local relay.
- Messages from `example.com` and `.invalid` addresses are ignored on purpose. They belong to sample data and must not receive real mail.
- The sender should match the SMTP account, otherwise the server may reject the message.

Delivery and retention

The outbox is processed in small batches after a request. A temporary SMTP failure leaves the row for the next attempt. **Mail retention** in Settings → Security removes old queued messages.

Failed deliveries are recorded in the Audit Log under **Email**.

Troubleshooting

Problem	Check
No mail at all	`MAIL_HOST`, `MAIL_FROM`, credentials and the firewall
Mail in spam	SPF, DKIM and DMARC of the sending domain
Link points to the wrong host	**Application URL** in the settings
No mail for a user	The address; LDAP/OIDC accounts still receive notification email
Password reset for an external account	Reset happens at the provider; no LeweAuto reset mail is sent
Mail queue grows	SMTP errors in the audit log; retention cleans old rows

> ⚠ Email is not encrypted end to end. Do not put passwords, license keys or two-factor secrets in a notification or in a support mail.

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