A problem has been identified where complications with sending notifications are occurring. This problem occurs for all users of PTAB E2E. Please see the below descriptions and workaround for this issue.

Issue:

Internal and external users are not receiving email notifications from PTAB E2E after uploading documents to any AIA Review.

Root Cause:

After investigating the issue, we found that clicking on 'X' in the top right corner of the Petition Documents pop-up window does not send email notifications.

Workaround:

As shown in the screenshot below, be sure to click on the 'Done' button in the bottom right corner of the Petition Documents pop-up window after adding or uploading documents. This will ensure emails go out to all parties on the AIA Review.