

LEARNINGSERVER Custom Email Alerts

System->Settings->E-mail

Auto Emails Generated From: The admin email account that will be used when sender/recipient is set as Administrator

Contact Us Email: Determines who is emailed when a user clicks the Contact Us link on the top right corner of LearningServer

Send Email As: Controls the formatting of all emails sent from the system (HTML or Plain Text)

Host: Address of the mail server

User Name: Account name to access the mail server

Password: Corresponding password for user above

Course Days to Expire: Number of days prior to a course expiring when a warning email will be sent

System->Alerts

The system-> alerts page contains two tabs; System Events and System Triggers. A System Event is an action that occurs in the system. A System Trigger is what causes that event to occur.

The purpose of the alerts page is to approve/unapprove events and triggers which can be specified when creating alerts. For example, if you do not want any alerts to be created for when a course is completed, the Course Completion event or various triggers associated with that event can be unapproved.

System->Manage Email

The system->Manage Email serves to both see alerts that are setup in the site, and to add new alerts. To see the alerts created for each System Event/Trigger combination, select the System Event from the drop-down and then the System Trigger. If there are any alerts created for this combo, they will be displayed on this page.

- **Title** is specified when an alert is created and can be used to quickly identify the alert.
- **Description** is specified when an alert is created and can be used to provide additional information or details on the purpose of the alert.
- **Subject** is specified when an alert is created and shows what the subject of the email is.

- **Format** can be either HTML or plain text. Emails setup as HTML will be used when the “Send Email As” setting is set to HTML, and plain text emails will be used when the setting is plain text
- Alerts set as **Approved Y** will be sent out when the event/trigger combo occurs. Alerts set as approved N will not be sent.
- **Last Modified** shows the date of when the alert last had changes made to it

Creating a New Alert

To create a new alert, select Add from the Action drop-down. A new page will open where the details of the alert can be specified. All of the fields on this page are required.

- **System Event:** select the System Event you would like to create an alert for
- **System Trigger:** select a trigger for the event selected above
- **Title:** identify what the alert does
- **Description:** provide additional information or details about the alert
- **To:** who receives the email. Multiple roles can be selected
- **From:** who “sends” the email
- **Format:** Emails specified as HTML have the ability to use formatting options and will be used when the site email setting is set to HTML. Emails specified as plain text do not have formatting options and will be used when the site email setting is set to plain text.
- **Subject:** what the recipient will see in the subject line of the email
- **Placeholders:** used to insert specific data into the body of each individual email. For example, learner_name can be used to display Joe Smith (name of the learner receiving the email). Click on a placeholder name to insert that placeholder into the message box. If you would like to use a placeholder multiple times, copy and paste.
- **Message:** what the recipient will see in the body of the email
- **Approved:** the on/off switch for this alert; alerts set as **Approved Y** will be sent out when the event/trigger combo occurs. Alerts set as approved N will not be sent.

When finished, click the Add button to finalize the Alert and add it to the site. If the Approved value is set to Y, this alert is active.

Modifying an Existing Alert

To modify an existing Alert, click the alert title from the Email Management page. The System Event, System Trigger, and Format fields may not be modified when editing an existing alert. To save changes that are made, click Modify.

Deleting an Alert

To delete an alert, go to the Email Management page, click the select box for the alert, and then select Delete from the action drop-down. A window will pop-up asking for confirmation of the delete – select OK.

Approving/Unapproving an Alert

To approve or unapproved an alert, go to the Email Management page, click the select box for the alert, and then select Approve or Unapprove from the action drop-down.