Digest Notifications
British Safety Council Health & Safety E-learning Platform

Introduction
Amongst the suite of automatic notifications available on the Health & Safety E-learning Platform are the **Digest notifications**. The digest notifications are available to ensure your employees and managers are aware of outstanding training and self assessment updates without creating separate emails for each user and/or course.

What do they do?
There are two versions of the Digest notifications:

- Incomplete course digest
- Self assessment digest

Incomplete course digest
The behaviour of the incomplete course digest notification will differ depending on the selected recipient.

- Employee
    - The notification is sent on a regular (customisable) basis to a user whenever they have not completed one or more required courses. One notification is sent with a list of the courses that have not been completed.
- Company Manager
    - The notification is sent on a regular (customisable) basis to a manager whenever a user who reports to them has not completed one or more required courses. One notification is sent with a list of the users and the courses they have not completed.
- Company Administrator
    - The notification is sent on a regular (customisable) basis to an administrator whenever any users have not completed one or more required courses. One notification is sent with a list of the users and the courses they have not completed.

Self assessment digest
The behaviour of the self assessment digest notification will differ depending on the selected recipient.

- Employee
    - The notification is sent on a regular (customisable) basis to a user whenever a comment has been made on their self assessment or an issue is resolved. One notification is sent with a list of all the issues logged by that user that have been updated.
- Company Manager
    - The notification is sent on a regular (customisable) basis to a manager whenever a comment has been made or an issue is resolved on a self assessment of a user who reports to them. One notification is sent with a list of users and the issues that have been updated.
- Company Administrator
    - The notification is sent on a regular (customisable) basis to an administrator whenever a comment has been made or an issue is resolved on a self assessment of any user. One notification is sent with a list of users and the issues that have been updated.

How to create a digest notification
Notifications can only be created and edited by an administrator.

1. Notifications are managed via the Manage notifications screen which can be accessed via **Administration** > **Settings** > **Manage notifications**
2. You can then create a new notification by selecting the notification name in the **Event name** drop-down. This will be 'Incomplete course digest' or 'self assessment digest' depending on the notification you want to create
3. Click on the **Add new** button

Figure 1 - The Manage Notifications screen

You will then be presented with a form that can be used to create the notification. The contents of the form will differ depending on which notification you have chosen.

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Creating an incomplete course digest notification

The Incomplete course digest notification contains the following options which you can tailor to your needs.

- Subject
  - This text will appear in the subject of the recipient's e-mail message.
- Content
  - This text will appear in the body of the recipient's e-mail message and can have content placeholders that are automatically replaced by information specific to the recipient when the message is generated by the system.
- Day to send (if weekly)
  - The day of the week that the message will be sent if 'Repeat after' is set to 7 (weekly)
- Repeat after
  - Set this to the number of days that should pass before the message is re-sent and thereafter repeated until the user has completed the course in which they are enrolled.
- Days overdue
  - Set this to the number of days that the first message should be sent after a user is enrolled into the course.
- Active
  - 'Yes' indicates that the notification is active and will run. 'No' indicates that the notification will not run.
- Recipient
  - The role of the user/s who should receive this message. Can be set to Employee, Company Manager or Company Admin. As described in the What do they do? section, the notification will behave differently depending on the role of the recipient.

The items listed below the Content field are placeholders. They can be used to automatically add personal information to the email.   For example, if your notification included the following text:

"Dear {employee_firstname} {employee_lastname}"

When sent to Jane Smith the email would read:

"Dear Jane Smith"

And when sent to Bob Jones the email would read:

"Dear Bob Jones"

Figure 2 - Incomplete course digest Edit section

If required, you can use the Location, Department and Institution sections to closely target the notification to subsets of users. See the Targeting Notifications by Profile Fields guide for instructions.

Once you are satisfied that the notification settings are correct, click on the **Save changes** button to save the notification.

Creating a self assessment digest notification

The self assessment digest notification contains the following options which you can tailor to your needs.

- Subject
    - This text will appear in the subject of the recipient's e-mail message.
- Content
    - This text will appear in the body of the recipient's e-mail message and can have content placeholders that are automatically replaced by information specific to the recipient when the message is generated by the system.
- Day to send (if weekly)
    - The day of the week that the message will be sent if 'Repeat after' is set to 7 (weekly)
- Repeat after
    - Set this to the number of days that should pass before the message is re-sent and thereafter repeated until there are no self assessment updates.
- Period of days
    - Set this to the number of days that you would like the message to look back for updates to self assessments. For example, if this is set to 7 any changes more than 7 days old would not be included in the email.
- Active
    - 'Yes' indicates that the notification is active and will run. 'No' indicates that the notification will not run.
- Recipient
    - The role of the user/s who should receive this message. Can be set to Employee, Company Manager or Company Admin. As described in the [What do they do?](#) section, the notification will behave differently depending on the role of the recipient.

The items listed below the Content field are placeholders. They can be used to automatically add personal information to the email. For example, if your notification included the following text:

"Dear {employee_firstname} {employee_lastname}"

When sent to Jane Smith the email would read:

"Dear Jane Smith"

And when sent to Bob Jones the email would read:

"Dear Bob Jones"

Figure 3 - Self assessment digest Edit section

If required, you can use the Location, Department and Institution sections to closely target the notification to subsets of users. See the Targeting Notifications by Profile Fields guide for instructions.

Once you are satisfied that the notification settings are correct, click on the **Save changes** button to save the notification.