

# The Message History Report

## BSC Health & Safety e-Learning Platform



### Introduction

Sometimes staff may report that they have not received emails from the e-Learning platform.

As an administrator you have the ability to check on messages being sent to users. Using the *Message History Report*, you can view any messages that have been sent, when they were sent and who they were sent to.

### Accessing the report

You can access the *Message History Report* via the Administration block by clicking on **Administration** > **Reports** > **Message history**

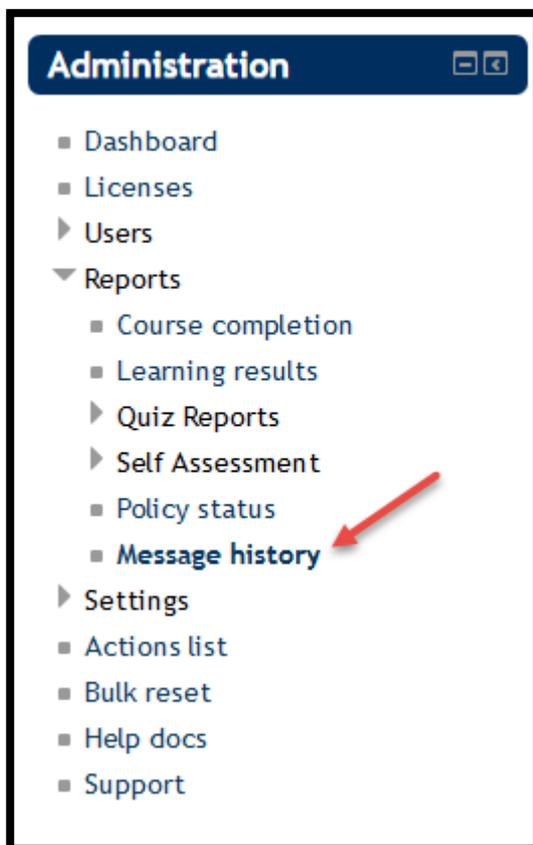


Figure 1 - The message history report on the administration block

Once you have arrived at the *Message history* screen you will be presented with the option to filter the report to drill down to messages sent to specific users or subsets of users. Click on the **Show more** link to expand the available filters.

## Message history

▼ **Filters**

**User** ⓘ

**Active/Inactive\*** ⓘ

Only active users ▼

**Department\*** ⓘ

**City\***

**From\***

23 ▼ February ▼ 2016 ▼ 📅

**To\***

23 ▼ February ▼ 2017 ▼ 📅

— Show less...

Figure 2 - The message history report with the filters expanded

If you do not enter or select any filters, then all the emails sent from the platform will be shown. Click **Submit** to view the emails in your browser, click **Export** to download the email details in a spreadsheet file.

First name / Surname	Username	Subject / Message
George Orwell	george.orwell	<p>Subject: You have incomplete courses            To: g.orwell@demo.com            Date: 23/02/2017            Was mail sent?: Yes</p> <hr/> <p>Dear George Orwell,</p> <p>You have courses that are overdue for completion. Here is a list of these courses detailing how long they have been overdue for.</p> <p>Manual Handling - 17 days</p> <p>Display Screen Equipment: Learning - 17 days</p> <p>Click here to access the system:  <a href="https://demo.britsafelearning.com">https://demo.britsafelearning.com</a></p> <p>Kind Regards,            Site Administrator</p>

Figure 3 - An example of an email presented through the message history report

In the example above you can see that an incomplete course digest was sent to George Orwell on February 23<sup>rd</sup> 2017 to remind him that his Manual Handling and Display Screen Equipment courses are overdue. George’s email address is also displayed so you can check if this address is correct.

**What if emails in the report have not been delivered?**

Once an email leaves the platform it may be blocked by your company email server, routed to a spam folder or simply overlooked amongst all the other messages in a user’s inbox. Your IT team will be able to trace the emails and see what if anything prevented delivery.

The BSC LMS Support team can work with your IT team to assist them in whitelisting the incoming emails. Contact us via the help portal if you need further assistance:

Digital Learning Support Portal: <https://britsafesupport.zendesk.com/>