

iLMS Emails

Last Modified on 04/13/2023 3:39 pm CDT

Email Notification Levels

Email Notifications Levels

iLMS offers a wide variety of Email notifications to keep your organization informed of upcoming, in-progress, or past due training. The settings for email notifications can be controlled globally at the Organization Email Notifications page or if there is a need for more granular settings particular to a course, a group, or a user, then settings can be tailored to meet those needs.

Organization-Level Settings

[Settings Tab -> Email Notifications](#)

This is the main control center for email notifications. Most Notifications that can be sent by the iLMS can be enabled or disabled here.

Learn more here: [Global Email Notifications](#)

Group Level Settings

[Courses Tab -> Enroll by Group -> Email Notifications Icon for select Group](#)

If you've created groups to organize your users and assign training, you can utilize Group Email Notifications to consolidate enrollment emails and trigger the email send up addition to a group with assigned courses.

Learn More Here: [Group Email Notifications](#)

Course-Level Settings

[Courses Tab -> SCORM/CMI5 -> Click a course Title -> Select "Email Notifications from left pane](#)

Email notifications such as the enrollment email can be modified for a specific course as opposed to using the standard Enrollment email at the organization-level.

Learn More Here: [Course-Level Email Notifications](#)

User-Level Settings

[Found in Users Profile](#)

At times the need may arise to modify email settings for just an individual user. This can be done through the user's profile.

Learn More Here: [User Email Notification Settings](#)

Prioritization of Email Notification Settings

Inspired eLearning offers the option to modify and turn email notifications on/off at User, Course and Organization Levels to tailor communication to the organization's needs.

Please read below for an overview of the process necessary to update notification settings in the iLMS:

- The system will first verify the email notification settings at the [Organization-Level](#).
Note: If notification is for enrollment/un-enrollment via Group and the Organization-level emails for these notifications are enabled,

- The system will then verify the notification settings at the **Group-Level** (if applicable) If the organization level email notifications are turned on,
- The system will then verify the notification settings at the **Course-Level** (if applicable)
- If the notification type is enabled in all prior locations, then the system will verify the notification settings at the **User-Level**.
- If all levels of are turned on for the notification type, then the system will send the email to the user(s).

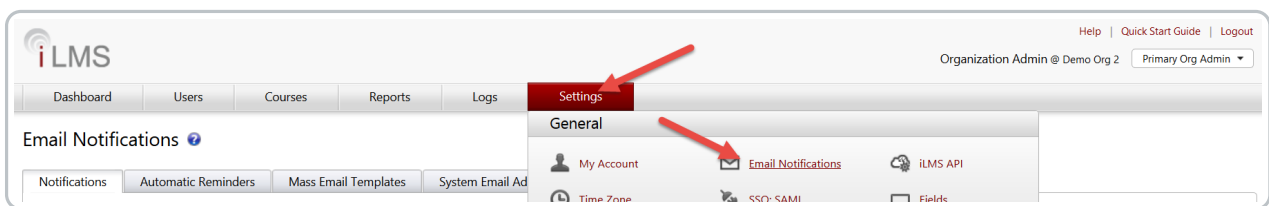
Exception

- Forgot Password Emails - **CANNOT** be disabled at any level
 - The Forgot Password link can however be removed from the Organization login screen.

Global Notification Settings

Organization-Level (Global) Email Notification Settings

Organization -> Settings -> Email Notifications



Navigate to Email Notifications under the Settings tab.

- The Turn Off Email Notifications checkbox is the first option.
 - When checked email notifications will not be sent from this iLMS account, except for password reset emails.
 - By default, the checkbox will be unchecked

Email Notifications ⓘ

Notifications | Automatic Reminders | Mass Email Templates | System Email Address

Turn Off Email Notifications

Include Calendar Events (iCalendar) for Instructor-led Courses

Include Calendar Events (iCalendar) for Web-based Courses (Due Dates)

Include Course Completion Certificate as PDF

Email Notification	User	Supervisor	Realm Administrator	Author/Instructor	Primary Org Admin	Others <small>To enter more than one email address separate them using a comma.</small>
<input type="checkbox"/> Web-based Training						
<input type="checkbox"/> Instructor-led Training & Events						
<input type="checkbox"/> Group						
<input type="checkbox"/> General						
<input type="checkbox"/> Certification						
<input type="checkbox"/> Automatic Reminders						
<input type="checkbox"/> eCommerce						

All of the Notifications are listed in the categories shown above. Click the + sign to expand any category and see the notifications listed within.

Email Notification	User
<div style="border: 1px solid #ccc; padding: 2px;"> Web-based Training </div>	
User Enrolled in Course	To Cc

To enable any notification, click the "To " button in the applicable recipient column. When the button is bold, the notification is turned on.

Recipients

User	Supervisor	Realm Administrator	Author/Instructor	Primary Org Admin	Others <small>To enter more than one email address separate them using a comma.</small>
To Cc	To Cc	To Cc	To Cc	To Cc	To Cc <input style="width: 150px;" type="text"/>

Each notification can of course be sent to end users, but the iLMS also allows other individuals such as a user's supervisor or the org administrator to receive a copy of a notification when it is sent out.

- **User**
This option enables the notification to be sent to users.
- **Supervisor**
This will send a copy of a user's notification to the user's respective supervisor. The supervisor is identified by the "Supervisor Name" and "Supervisor email" listed in the user's profile. (Learn more about [User Profile](#))
- **Realm Administrator**
This option sends a copy of the notification to the User's notification to the respective realm administrator(s). This is determined by the role assigned to the administrator, whether it is marked for Realm administrator notifications, and whether the user receiving a notification is within the realm specified for the admin. (Learn more realm admins: [User Roles](#))
- **Author/Instructor**
This sends a copy of a user's notification to the Instructor of the course, if the course in question is Instructor-Led. This also allows the author or creator of a particular course to receive copies of user notifications relating to their course.
- **Primary Org Admin**
This option sends a copy of a user's notification to the email address specified for Primary org admin, usually a distro decided upon on-boarding to iLMS and it may also be the email address from which iLMS notifications are sent.
- **Others**
The others blank allows you to specify an email address that does not fit in the other categories listed to which copies of users' notifications will be sent.
Note: If you specify an email address that is included in one of the other types the settings for the type under which the email address qualifies will override the settings for "Other".
For example if the Primary org admin email is listed here, BUT the Primary Org Admin notification is disabled, the email will not be sent.

To Learn more about each notification listed under the Global Email Notification center see: [Email Notification Types, Enable Location, and Triggers](#)

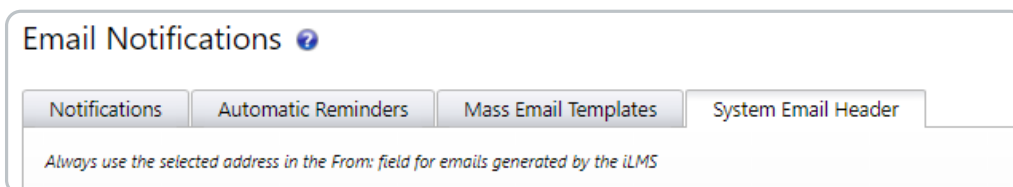
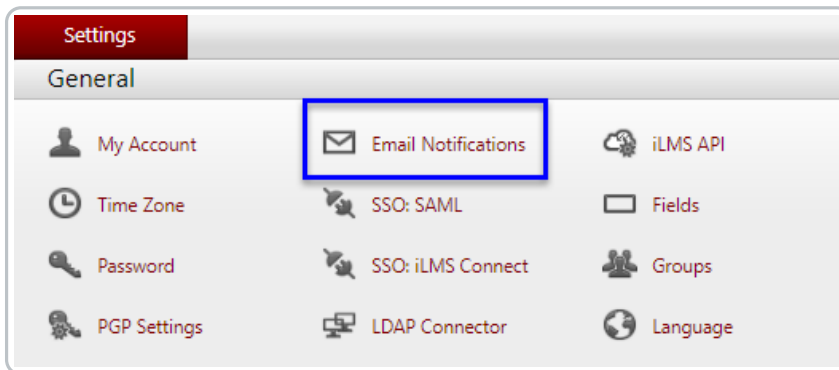
To Learn how to edit an email notification see: [Editing Email Templates](#)

System Email Header

The system email header will serve as the from address for all communication sent from iLMS. This can be left as our system default, or if your organization would like to specify an email address that will be more familiar to your users, you can add your own email address.

Location:

Settings Tab -> Email Notifications -> System Email Header sub-tab



Default Email Address

By default the iLMS will use our default "admin@inspiredlms.com" as the system email header.

If the "default" option is selected, your organization will want to make sure that "admin@inspiredlms.com" is white-listed in all locations necessary for emails to make it to recipients' inboxes.

In most cases this is a task that your organization IT team can assist with. You may also need to inform users to trust email communications coming from our email address.

Email Notifications ?

Notifications Automatic Reminders Mass Email Templates System Email Header

Always use the selected address in the From: field for emails generated by the iLMS

Email Address

Default Email Address (admin@inspiredlms.com) Custom Email Address

Primary Organization Administrator Email (phishproof@demo.com)

Another Email Address

Custom Email Address

Your organization does have the ability to add your own email address as the system email header.

This can be the email address used as primary organization admin, or a separate email address.

The benefit of this option is the ability to use an email address that is already trusted by your internal users, and it also allows your users a channel of communication back to the team within your organization that can assist them with questions about their training or any issues they encounter.

If this option is selected, we usually recommend an email distro is used as opposed to an individual's address.

A custom email address will also require records be added to the domain used to grant iLMS permission to send communication on behalf of your organization.

For example, if your custom email address is "training@mycompany.com", SPF records will need to be added for "@mycompany.com".

(this will be a domain owned by your organization, so the IT team can usually assist with this)

This ensures higher success of delivery as many security measures will reject messages sent by a system that spoofs a domain without permission.

If you'd like to use a custom email address from your organization, please mention this to your **Technical Account Manager** with Inspired eLearning so they can provide you with the details your IT team will need to add to the SPF records. iLMS has a couple of SMTP service options, so depending on which one is in use for your organization this information will differ.

Email Notifications

Notifications Automatic Reminders Mass Email Templates System Email Header

Always use the selected address in the From: field for emails generated by the LMS

Email Address

Default Email Address (admin@inspiredims.com) Custom Email Address

Primary Organization Administrator Email (phishproof@demo.com)

Another Email Address

SPF TXT Record v=spf1 ip4:166.78.71.191/32

MAIL WILL NOT SEND UNLESS THIS RECORD IS ADDED TO YOUR DNS. The Sender Policy Framework (SPF) attempts to control forged email by giving domain owners a way to specify which email sources are legitimate for their domain and which ones aren't. For detailed information about SPF, please click here.

Sender's Name

Display Sender's Name on Email as

Save

Display Sender's Name on Email as

This option allows your organization to specify the name that will appear to recipients in the "From" location on an email.

Automatic Reminders

Automatic Reminders allows your organization to automate the process of sending out training reminder emails.

Reminders can be sent out based on past due status or incomplete status. These reminders can be enabled for all courses or only select courses if preferred. This tool also provides the option of sending reminders to Supervisors and/or Realm Admins (based on Role) to help facilitate the completion of training.

Location:

Settings -> Email Notifications -> Automatic Reminders

Automatic Reminders - Settings

Automatic reminder settings can be adjusted to fit the needs of your organization. To learn more about each section of the settings, read the descriptions corresponding to the numbers in the image below.

1. User Notifications

Enable Reminders

This option allows you to easily enable and disable course reminders at any time. We recommend waiting to enable this checkbox until the desired settings are specified in the other sections.

Notify Users with:

This section allows you to enable Automatic Reminders for your users. Here you have the option to have reminders sent for the following.

- **Past Due Mandatory Courses**

This will send the user reminders whenever they have an assigned course with the Requirement type set to Mandatory and a due date which has already passed. These reminders are sent regularly until completion.

Note: Requirement type and Due Date are specified upon enrollment into a course.

- **Incomplete Mandatory Course**

This will send the user reminders for any Mandatory course that is of the status of Not Started or In Progress. These reminders are sent regularly until completion.

- **Past Due Optional Courses**

This will send the user reminders whenever they have an assigned course with the Requirement type set to Optional and a due date which has already passed. These reminders are sent regularly until completion.

- **Incomplete Mandatory Course**

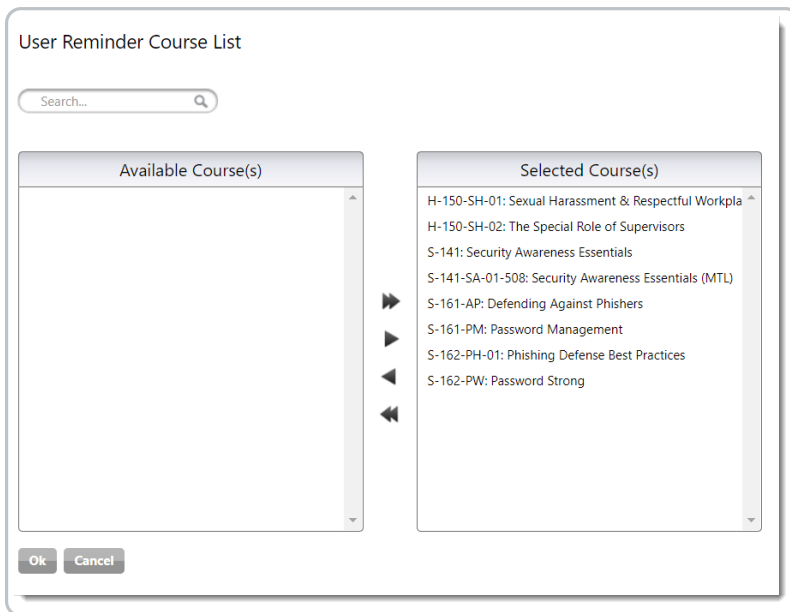
This will send the user reminders for any Optional course that is of the status of Not Started or In Progress. These reminders are sent regularly until completion.

For Courses

By default, all courses are selected for Automatic Reminders. If there are particular courses for which you'd not like users to receive reminders, these can be removed using the "+Add/Remove course(s)" option.

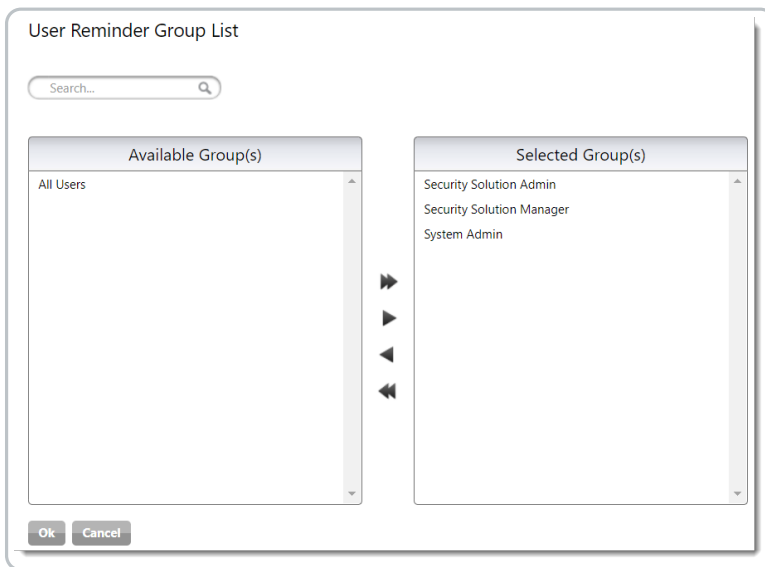


You can then modify which courses are added to Assigned Courses which will be included for automatic reminders.



For Groups

You can modify which groups are added to Selected Groups which will be included for automatic reminders by using the "+Add/Remove course(s)" option. [+ Add/Remove Course\(s\)](#)

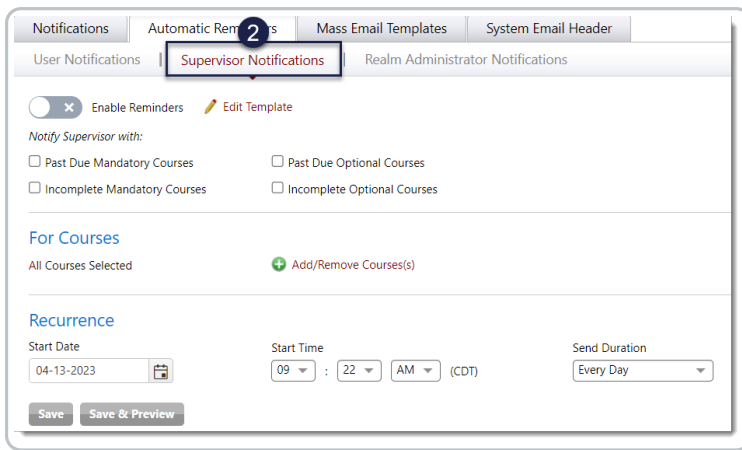


Recurrence

This section allows you to specify how often reminders are sent to Users.

Note: These notifications can only be sent within a specific time-frame to reduce email traffic during peak business hours.

2. Supervisor Notifications



Enable Reminders

This option allows you to easily enable and disable course reminders at any time. We recommend waiting to enable this checkbox until the desired settings are specified in the other sections.

Notify Users with:

This section allows you to enable reminders for supervisors of employees who still need to complete training. Supervisors are identified by the Supervisor Name and Email fields specified in the Users profile. If these notifications are enabled then any user who receives an Automatic reminder will also be included on a list in an email to their supervisor.

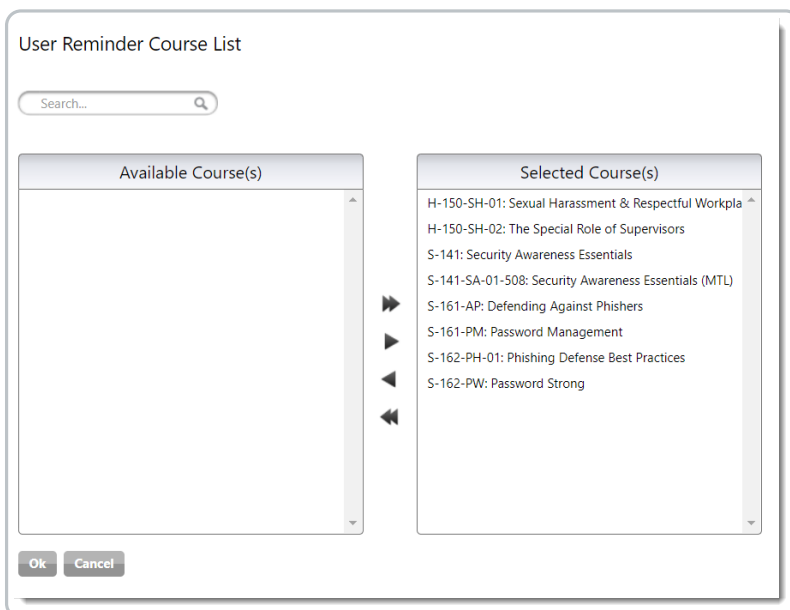
All employees reporting to a particular supervisor (matching Supervisor email ID) will be aggregated in a list notifying the supervisor the employees need to complete their assigned training.

For Courses

By default, all courses are selected for Automatic Reminders. If there are particular courses for which you'd not like users to receive reminders, these can be removed using the "+Add/Remove course(s)" option.



You can then modify which courses are added to Assigned Courses which will be included for automatic reminders.

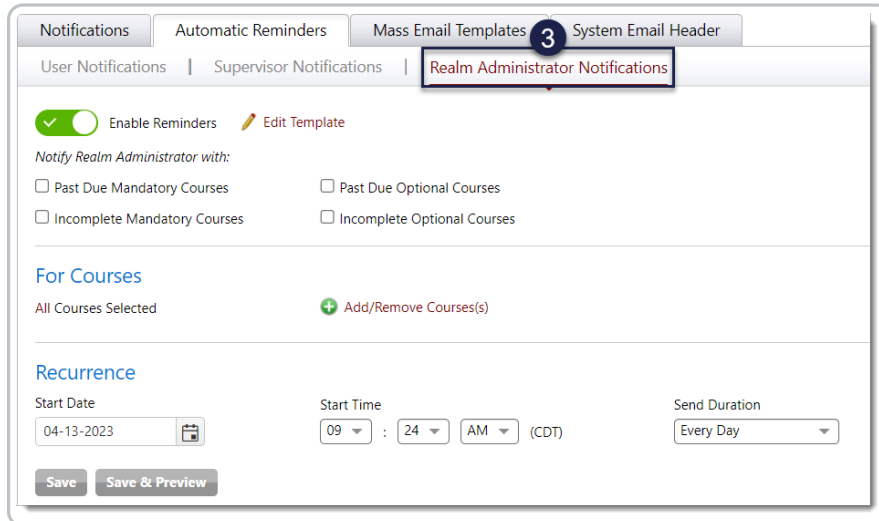


Recurrence

This section allows you to specify how often reminders are sent to Users.

Note: These notifications can only be sent within a specific time-frame to reduce email traffic during peak business hours.

3. Realm Administrator Notifications



The screenshot shows a web interface for configuring notifications. At the top, there are tabs for 'Notifications', 'Automatic Reminders', 'Mass Email Templates', and 'System Email Header'. The 'System Email Header' tab is active, and a sub-tab 'Realm Administrator Notifications' is selected. Below the tabs, there is a section for 'Enable Reminders' with a checked checkbox and an 'Edit Template' link. Underneath, there are four checkboxes for 'Notify Realm Administrator with': 'Past Due Mandatory Courses', 'Past Due Optional Courses', 'Incomplete Mandatory Courses', and 'Incomplete Optional Courses'. The 'For Courses' section shows 'All Courses Selected' and a '+ Add/Remove Courses(s)' button. The 'Recurrence' section includes a 'Start Date' field (04-13-2023), a 'Start Time' field (09:24 AM CDT), and a 'Send Duration' dropdown menu (Every Day). At the bottom, there are 'Save' and 'Save & Preview' buttons.

Enable Reminders

This option allows you to easily enable and disable course reminders at any time. We recommend waiting to enable this checkbox until the desired settings are specified in the other sections.

Notify Users with:

This section functions similarly to that of the Supervisor Notification, but will instead send notifications to individuals assigned the Realm Admin Role in iLMS or who are assigned a custom role with the option enabled to receive Realm Admin email notifications. These individuals will be provided a list of users in their Realm who have not completed assigned training per the settings specified.

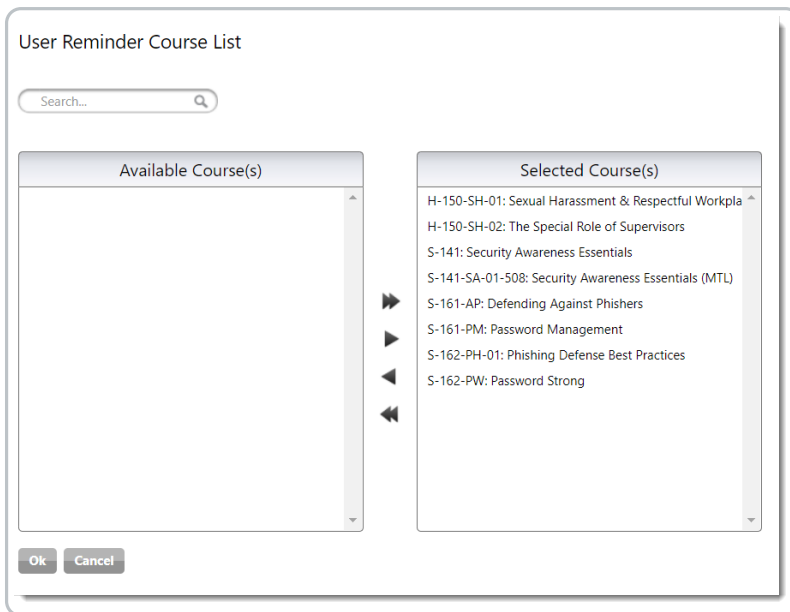
To learn more about iLMS Roles see our User Management Article: [User Roles](#)

For Courses

By default, all courses are selected for Automatic Reminders. If there are particular courses for which you'd not like users to receive reminders, these can be removed using the "+Add/Remove course(s)" option.

[+ Add/Remove Course\(s\)](#)

You can then modify which courses are added to Assigned Courses which will be included for automatic reminders.



Recurrence

This section allows you to specify how often reminders are sent to Realm Admins.

Note: These notifications can only be sent within a specific time-frame to reduce email traffic during peak business hours.

Editing the Notifications

Clicking the "Edit Template" button next to each title allows you to edit the e-mail templates that are being sent to users, supervisors, or realm administrators.



Learn more about editing templates here: [Editing Email Templates](#)

Group Notification Settings

If your organization has chosen to assign training to Groups in iLMS, **Group Email Notifications** can be used to inform group members of their assigned training. The benefit of using the Group Enrollment email as opposed to the individual course enrollment email is that the Group email can list all courses assigned to the group in one email as opposed to sending an email per course in which they are enrolled.

To enable Group Email Notifications, navigate to the location here for your group:

Dashboard Users **Courses** Applications Reports Logs Settings

Enroll by Group

Search...

Group Name	Assign Course	Email Notification
All Users (System)	+	✉
Customer Service	+	✉
Engineering	+	✉
Exec	+	✉
Finance	+	✉
HR	+	✉
IT Staff	+	✉
Operations	+	✉
Realm Administrator	+	✉
Sales	+	✉
Support	+	✉

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Group Email Notification Settings

Course Enrollment Email Notifications for: Support

1 Enable Email Notifications

Select Email Notification Type

Apply Group Level Course Enrollment/Un-Enrollment Email Notifications (Settings > Email Notifications)

User Enrollment via Group

To: None
Cc: None

User Un-Enrollment via Group

To: None
Cc: None

Apply Course Level Enrollment/Un-Enrollment Email Notifications (Course iComposer Window > Email Notifications)

Select Events When Email Notifications Will be Sent

3 Send to the user when he is added to the group
 Send to the user when he is removed from the group
 Send to the user when courses are added to the group
 Send to the user when courses are removed from the group

Save Cancel

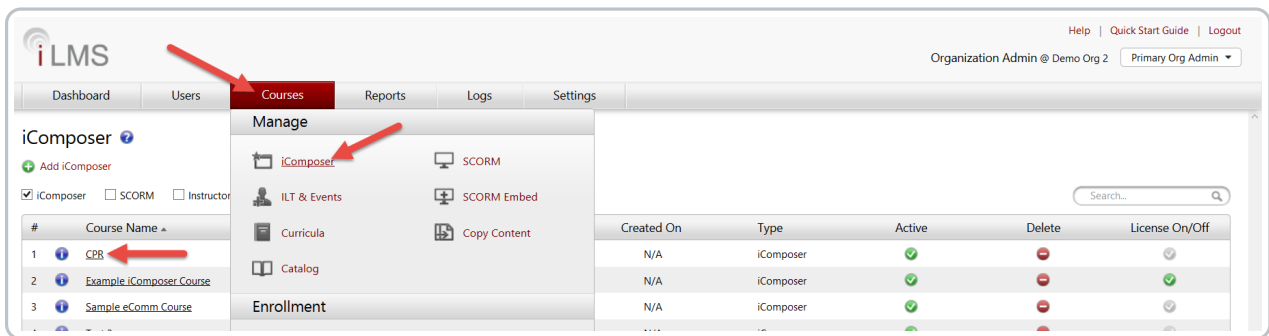
1. Enable Notifications to the Group by placing a check in this box.

2. Groups have the option of using 1 of two different notifications.
 1. The Group can utilize the template for Enrollment by Group found under **Settings Tab -> Email Notifications** click the link next to the option to view the template that will be sent.
 2. Groups also have the option of using the regular course enrollment email template by checking the option for Course Level enrollment/un-enrollment email notifications. This will use whatever option is enable for the assigned course(s)
(Find out more about these settings here: [Course-Level Email Notifications](#))
3. The triggers that will determine the actions which trigger the notifications to send. These involve either the addition/removal of the user from the group or the addition/removal of a course from assignment to the group.

Course-Level Notification Settings

Located Here:

Course Tab -> SCORM/CMI5 or iComposer -> [Course Name] - General Settings Window - Email Notifications



To access Course-Level Email notifications for a Course follow the steps below:

- Navigate to **SCORM/CMI5** or **iComposer** under the Courses tab. (wherever courses are listed generally)
 - Open the General Settings window by clicking on the course name.
 - Under the Settings tree in the left pane, click on Email Notifications.
 - At this location, you can select for the course to either use Organization settings for this course, or you can alter settings and templates for the specific course. Shown below.
 - The settings operate much like Global email notifications, but these settings will only apply to the one course.
- Learn more about [enabling/disabling notifications](#), [recipient types](#), and [editing](#)

Email Notifications

Turn Off Email Notifications

Use organization settings for email notification rules
 Define course level email notification rules
 Include Calendar Events (iCalendar) for Web-based Courses (Due Dates)

Email Notification	User	Supervisor	Realm Administrator	Author/Instructor	Primary Org Admin	Others <i>To enter more than one email address separate them using a comma.</i>
<input type="checkbox"/> Web-based Training						
<u>User Enrolled in Course</u>	To Cc	To Cc	To Cc	To Cc	To Cc	To Cc <input type="text"/>
<u>User Un-Enrolled from Course</u>	To Cc	To Cc	To Cc	To Cc	To Cc	To Cc <input type="text"/>
<input type="checkbox"/> General						
<u>User Reminder before Course is Due</u>	To Cc	To Cc	To Cc	To Cc	To Cc	To Cc <input type="text"/>
<u>User Reminder on Due Date</u>	To Cc	To Cc	To Cc	To Cc	To Cc	To Cc <input type="text"/>
<u>User Reminder after Course is Due</u>	To Cc	To Cc	To Cc	To Cc	To Cc	To Cc <input type="text"/>
<u>Course Completion / Certificate</u>	To Cc	To Cc	To Cc	To Cc	To Cc	To Cc HRassistant@iel.com

To Disable Notifications for only a Specific Course:

iComposer

- Author Course
 - Settings
 - General
 - Catalog
 - Certification
 - Owner
 - Enrollment & Due Dates
 - Email Notifications**
 - Advanced
 - Prerequisites
 - Content
 - Exam
 - Survey
 - Certificate

Email Notifications

Turn Off Email Notifications

Use organization settings for email notification rules
 Define course level email notification rules

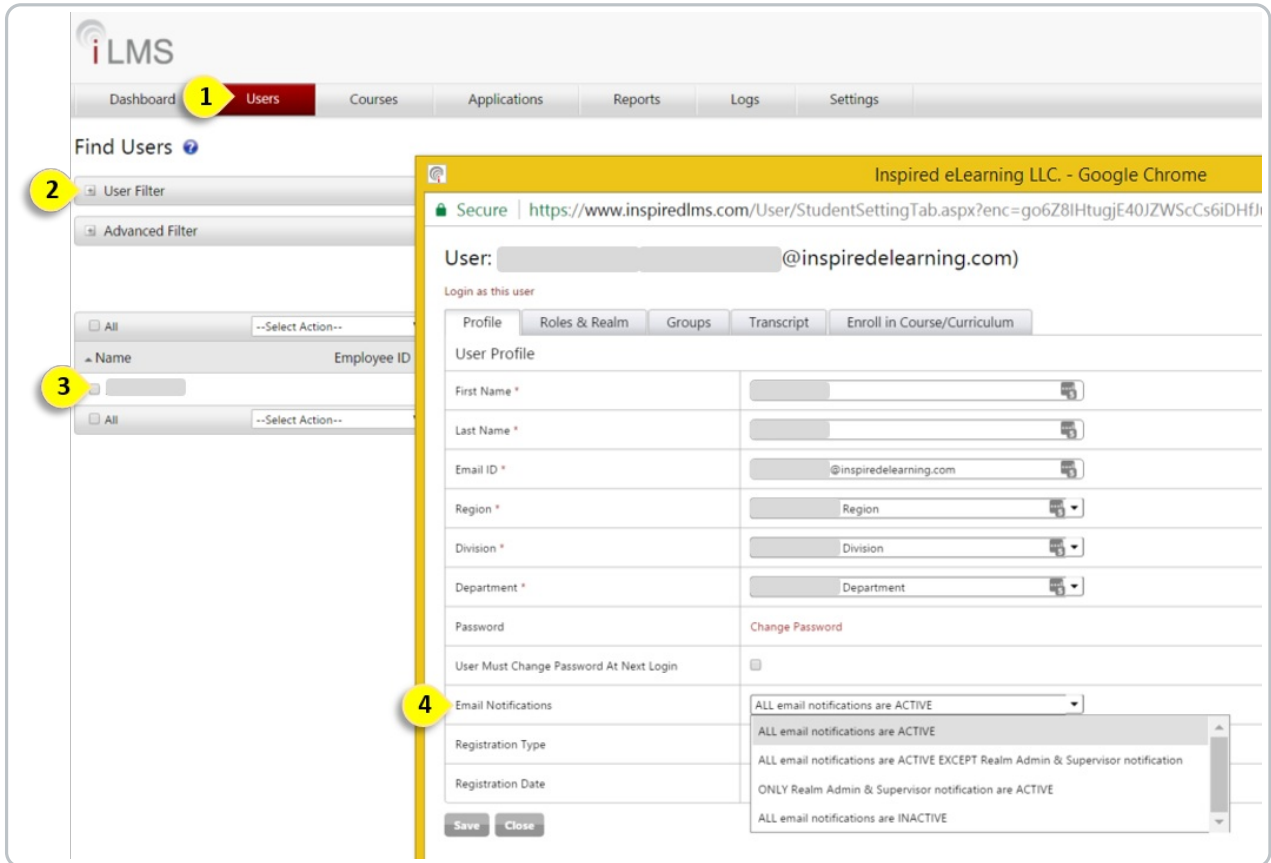
- The Turn Off Email Notifications checkbox will be at the top of the Email Notification Settings options. A check mark indicates that email notifications of course reminders will no longer be sent to users registered to this course.
- Click Save to apply these settings.
- If the checkbox is turned on, then both radio buttons for the email notification rules at the organization and course levels will be disabled. All course-level email notifications will not go out. By default, the checkbox will be unchecked.

User Notification Settings

Location:

Users -> Find User --> Click [User Name] -> User Profile Window

1. Navigate to the Users Tab on the top navigation bar, Select "Users" from the menu
2. Use the search tool, "Users" to search for the individual.
3. Open the user profile window by clicking on an individuals name.
4. Scroll down until you see the Email Notification option.



5. Select an option from the Email Notifications drop-down.

6. Click Save.

NOTE: This drop-down menu will appear only on the Profile Page and is not an available option during the registration process.

By default, the user will be able to receive any notifications.

Notification Types, Enable Location, and Triggers

Notification	Enable/Disable Location(s)	Send Trigger(s) if Enabled
Web-based Training		

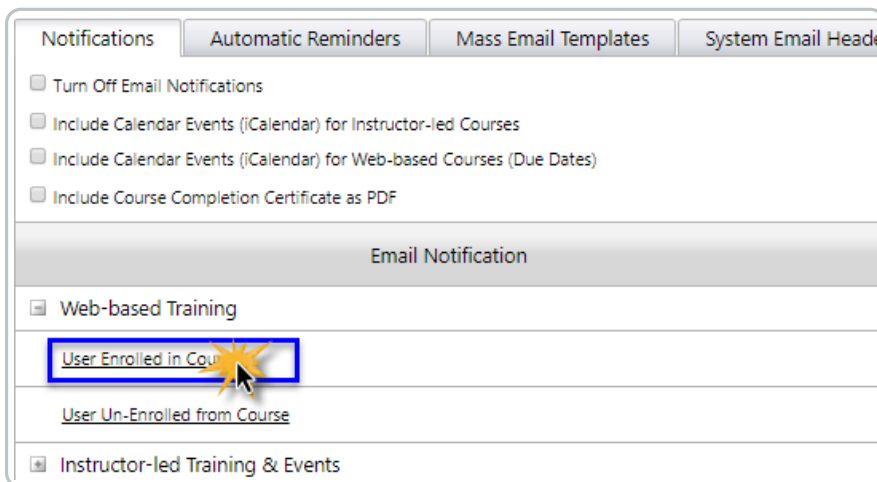
Notification	Enable/Disable Location(s)	Send Trigger(s) if Enabled
User Enrolled in Course	Settings -> Email Notifications AND Course-Level Notifications (Email)	Action of Course Enrollment
User Un-Enrolled from Course	Settings -> Email Notifications AND Course-Level Notifications (Email)	Action of Course Un-Enrollment
Instructor-led Training & Events		
User Enrolled in Session	Settings -> Email Notifications AND Course-Level Notifications (Email)	Action of Session Enrollment
User Added to Wait List	Settings -> Email Notifications AND Course-Level Notifications (General AND Email)	User Added to Wait-List for Course
User Self-Removed from Wait List	Settings -> Email Notifications AND Course-Level Notifications (General AND Email)	User Removed from Wait-List for Course
User Enrolled from Wait List	Settings -> Email Notifications AND Course-Level Notifications (Email)	User moved from wait-list to active enrollment
Session Start or End Date or Time Changed	Settings -> Email Notifications AND Course-Level Notifications (Email)	Date/Time for Session changed by an administrator
Session Reminder to User	Settings -> Email Notifications AND Course AND Session-Level Notifications	Sent Automatically according to rules dictated by Course or Session-Level Settings under "General"
Session Reminder to Instructor	Settings -> Email Notifications AND Course AND Session-Level Notifications	Sent Automatically according to rules dictated by Course or Session-Level Settings under "General"
Session Cancelled	Settings -> Email Notifications AND Course AND Session-Level Notifications	Sent Automatically according to rules dictated by Course or Session-Level Settings under "General"
Session Cancelled Due to Minimum Seats Not Filled	Settings -> Email Notifications AND Course AND Session-Level Notifications	Sent Automatically according to rules dictated by Course or Session-Level Settings under "General"

Notification	Enable/Disable Location(s)	Send Trigger(s) if Enabled
User Un-Enrolled from Session	Settings -> Email Notifications AND Course-Level Notifications (Email)	Action of Session Un-Enrollment
User(s) Removed from Wait List after Session Ended	Settings -> Email Notifications AND Course-Level Notifications (Email)	User Removed from Wait-List for Course after Session Conclusion
User Completed Session	Settings -> Email Notifications AND Course-Level Notifications (Email)	Session Status Change to "Complete" on Transcript
Group		
User Enrollment via Group	Settings -> Email Notifications AND Group-Level Notifications	User Added to Group or Courses Assigned to Group, per group settings.
User Un-Enrollment via Group	Settings -> Email Notifications AND Group-Level Notifications	User Removed from Group or Courses Removed from Group, per group settings.
General		
Automatic Bulk Update Notification	Users -> Bulk Update -> Automatic - Notifications	Sent Automatically when a file is processed by Automatic Bulk Update
Automatic Bulk Update Transcript Notification	Courses -> Bulk Update Transcript - Notifications	Sent Automatically when a file is processed by Bulk Update Transcript
User Registration	Settings -> Email Notifications	User Registered in iLMS AND Sent on Command from User Search by Admin
User Self-Registration	Settings -> Email Notifications	User Registered Self in iLMS
Forgot Password	Cannot be Disabled - Link can be removed from Login Page	User Request from Login Page AND Sent on Command from User Search by Admin
Change Transcript Details	Settings -> Email Notifications	Manual Edit to Transcript Details by Admin
User Reminder before Course is Due	Course-Level Notifications (General)	Sent Automatically according to rules dictated by Course-Level Settings under "General"
User Reminder on Due Date	Course-Level Notifications (General)	Sent Automatically according to rules dictated by Course-Level Settings under "General"
User Reminder after Course is Due	Course-Level Notifications (General)	Sent Automatically according to rules dictated by Course-Level Settings under "General"
Course Completion / Certificate	Settings -> Email Notifications AND Course-Level Notifications	Course Changed to "Pass" on User Transcript either by Completion of Course or Manually by Admin
Certification		
Recertification - Same Course	Course-Level Notifications (Certification)	Sent Automatically according to rules dictated by Course-Level Settings under "Certification"
Recertification - New Course	Course-Level Notifications (Certification)	Sent Automatically according to rules dictated by Course-Level Settings under "Certification"
User Reminder before Expiration	Course-Level Notifications (Certification)	Sent Automatically according to rules dictated by Course-Level Settings under "Certification"

Notification	Enable/Disable Location(s)	Send Trigger(s) if Enabled
User Reminder on Expiration Date	Course-Level Notifications (Certification)	Sent Automatically according to rules dictated by Course-Level Settings under "Certification"
User Reminder after Expiration	Course-Level Notifications (Certification)	Sent Automatically according to rules dictated by Course-Level Settings under "Certification"
Automatic Reminders		
User Notification	Settings -> Email Notifications -> Automatic Reminders	Sent Automatically according to rules dictated under Automatic Reminders
Supervisor Notification	Settings -> Email Notifications -> Automatic Reminders	Sent Automatically according to rules dictated under Automatic Reminders
Realm Administrator Notification	Settings -> Email Notifications -> Automatic Reminders	Sent Automatically according to rules dictated under Automatic Reminders

Editing Email Templates

To Edit any email template, simply click the name of the notification to bring up the editor. This works anywhere notifications are listed.



In the template editor, there is a range of tools to modify the email template.

The screenshot shows the 'Modify System Template' interface. At the top, a 'System Variables' table is displayed. Below it, the 'Modify System Template' section includes fields for Template Name, Language, Course/Cur., and Subject. A rich text editor is used for the email body content, which includes a greeting, a table of course details, and a link placeholder. The interface also features a toolbar, a status bar, and 'Save', 'Reset', and 'Close' buttons.

Name	Description
[AUTO DETECT LOGIN INFORMATION]	This will be replaced by FULL LOGIN INFORMATION
[AUTO DETECT REGISTRATION INFORMATION LINK ONLY]	This will be replaced by AUTO DETECT REGISTRATION INFORMATION LINK ONLY

Modify System Template
 Template Name: User Enrolled in Course
 Language: English
 Course/Cur.: Organization Default
 Subject: [ORGANIZATION NAME] Enrollment: You are now enrolled in [COURSE NAME].

Hello [USER FIRST NAME] [USER LAST NAME]
 You are now enrolled in [COURSE NAME]. For more information please see the table below:

Item	Detail
Course/Curriculum:	[COURSE NAME]
Hours:	[COURSE HOURS]
Credits:	[COURSE CREDITS]
Due Date	[DUE DATE]

Use the login details below to view your online transcript or other available courses.
 [AUTO DETECT LOGIN INFORMATION]

Words:68 Characters:675

1. System Variables

iLMS email templates come with a handful of system variables which will plug info such as Users names, employee IDs, and login URLs. These vary by email template and a description of the content which the system variable will populate is provided in the right column of the System Variable tray.

2. Language

This allows you to toggle between and modify translations of the email template as well as the default English.

Note: Providing translated text for customized emails is the responsibility of the customer organization as this is not a service offered by Inspired eLearning.

3. Subject

This will serve as the subject of the email when it is sent to users. System Variables can be used in the subject as well.

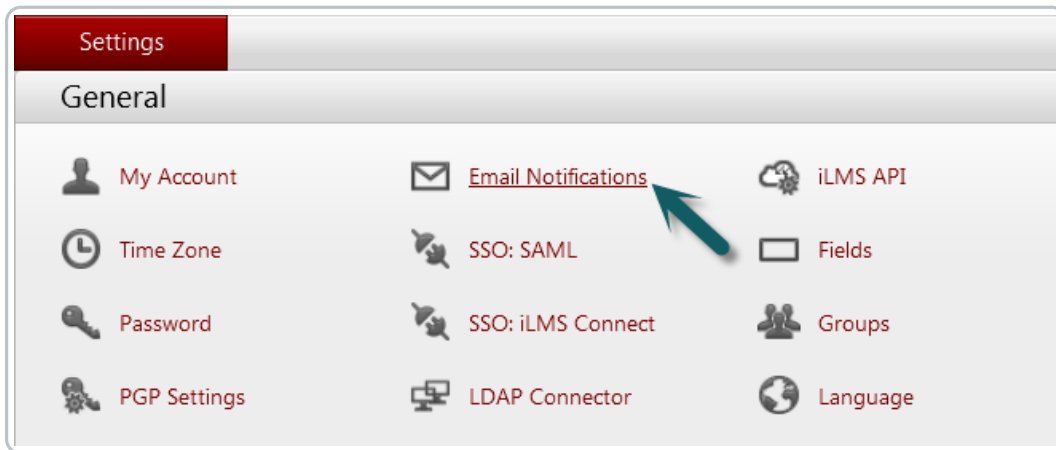
4. Email Body

Here you will write the body of your message. Feel free to use System Variables as needed. The Editor offers options for modifying fonts and as well as other formatting options. Hover over any button on the editor bar to read the name of the tool. At the bottom of the editor box, you also have the ability to view the email in HTML format or preview the template.

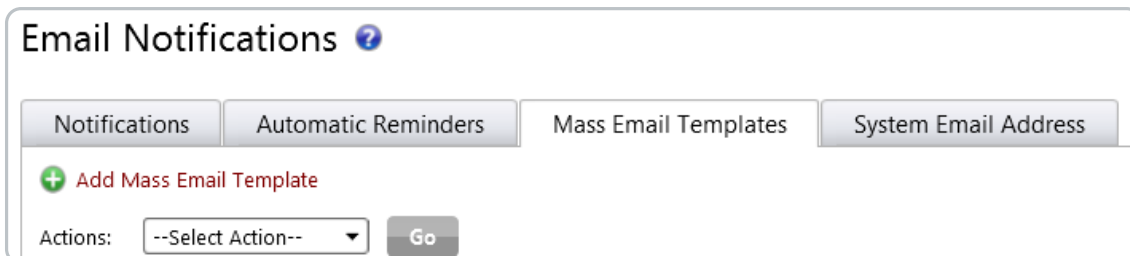
Mass Emails grant your organization the ability to send a self-composed communication to Learners in your organization's iLMS account. This tool also allows you to utilize some system variables to easily and automatically populate details such as the users' names, the login URL, and the Organization name in your communication.

Creating a Mass Email Template

Mass emails can be written on the fly, but you also have the ability to create a template in advance that can be used again and again. To create your own Mass Email template, navigate to Email Notifications under the settings tab. Shown below:



On the Email Notifications page, click the "Mass Email Templates" sub-tab, shown here:



To get started on creating your new template click the + symbol next to "Add Mass Email Template". This will bring up the template editor.

Note: You can include the following system variables in your email message. These system variables will be replaced by the actual values when the email is sent to users.

1 System Variables

Name	Description
[USER FIRST NAME]	This will be replaced by USER FIRST NAME
[USER LAST NAME]	This will be replaced by USER LAST NAME
[ORGANIZATION NAME]	This will be replaced by ORGANIZATION NAME

All fields are mandatory.

2 Mass Email Template

Template Name

3 Subject

4

[USER FIRST NAME],

Example text with a variable [USER LOGIN ID] example.

Sincerely,

[ORGANIZATION NAME]

Words:15 Characters:107

5

1. System Variables

This tray contains a handful of system variables which will can plug in info such as User's names, employee IDs, and login URLs. These vary by email template and a description of the content which the system variable will populate is provided in the right column of the System Variable tray.

2. Template Name

This is a title for the template you are creating which will be visible in the template list for later selection. This name serves as an internal label for the administrator and is not visible to the users which receive the email.

3. Subject

This will serve as the subject of the email when it is sent to users. System Variables can be used in the subject as well.

4. Email Body

Here you will write the body of your message. Feel free to use System Variables as needed. The Editor offers options for modifying fonts and as well as other formatting options. Hover over any button on the editor bar to read the name of the tool. At the bottom of the editor box, you also have the ability to view the email in HTML format or preview the template.

5. Save

This will save your template in the list of template options for later use in Mass Emails. Once the template has been saved you can go back and add additional translations for your template.

6. Language

Once you've saved the initial template you can then add translations to your template if preferred to toggle between languages use the Language drop-down which will appear under System Variables after saving the initial template.

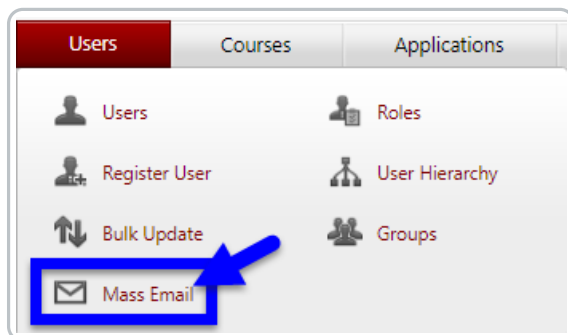
Note: Providing translated text for Mass emails and other custom templates is the responsibility of the customer organization as this is not a service offered by Inspired eLearning.

Sending a Mass Email

Whether you've created a template, or just want to create a message on the fly. Your organization can send out a manual mass email to users within your organization to keep them informed throughout their training.

Location:

Users Tab -> Mass Email -> Users



This will take you to page with two options. The first will let you compose your own mass email.

Mass Email

Note: Mass email and course reminders are now handled by the following features.

Users

Create a list of users based on custom criteria and choose mass email from drop down menu. This is great for ad-hoc messages.

Automatic Reminders

Set up organization wide course reminders based on the rules and templates.

After selecting the Users option to create your own list of users, you will be taken to the user search tool in order to select the users who will receive the mass email communication. This feature works just like the user search tool. (Learn More Here: [User Search and Filter](#))

Users [?](#)

Users > [Mass Email](#) > Users

User Filter

First Name	<input type="text"/>	Starts With ▾
Last Name	<input type="text"/>	Starts With ▾
Email ID	<input type="text"/>	Starts With ▾
Employee ID	<input type="text"/>	Starts With ▾
LDAP User ID	<input type="text"/>	Starts With ▾
Company/Employer	<input type="text"/>	Starts With ▾
User Language	All Languages ▾	

Advanced Filter

[Search](#)

All All Pages

--Select Action-- ▾

--Select Action--

Mass Email

Name	Email ID	User La
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After all the desired recipients are checked, navigate to the --Select Action-- dropdown list and select "Mass Email"

On the next page, you will have the option to send a mass email to a custom list of users either by writing up your own email, or using a template previously created.

Mass Email Content

Mass Email Content

Language	<input type="checkbox"/> Send email in user default language.
From	phishproof@demo.com
CC	<input type="text"/> <small>To enter more than one email address separate them using comma.</small>
Subject	<input type="text"/>

Rich text editor toolbar with options like Bold, Italic, Underline, Text Color, Background Color, Bulleted List, Numbered List, Indent, Outdent, Undo, Redo, and Font Size.

Normal HTML Preview

Select Email Template

[Preview](#) [Reset](#) [Cancel](#)

The editor then allows you to compose your own email right then, or at the bottom of the pane, you also have the option to Select a previously created template.

The language option will change the language used in the System Variables based on the language field in the User

Profile and utilize any saved translated templates created with the Mass Email Template Editor.

Once your email is ready, use the **Preview** button under the editor to see how it will appear, and then from the preview page you can either click **Edit** to make changes, or hit **Send** if everything looks good.

Mass Email Preview

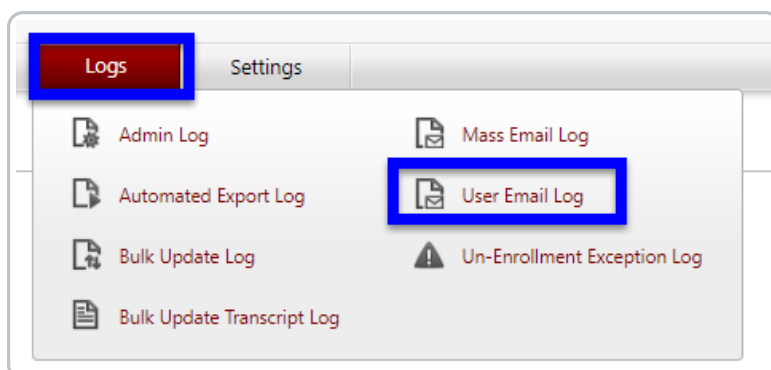
Specific Users	
From	phishproof@demo.com
To	List of recipient(s) for specific users
CC	
Subject	[ORGANIZATION NAME] Training Monday
Date	Thursday, December 6, 2018 9:02:34 AM
Mail Content	Hello [USER FIRST NAME] [USER LAST NAME], This email is to inform you that our company-wide training program will be starting on Monday. [AUTO DETECT LOGIN INFORMATION] Thank you, [ORGANIZATION NAME] Training Team [COMPATIBILITY MESSAGE]

User Email Logs

All email communications sent to users from iLMS will be recorded in "User Email Logs". This useful tool can be used to determine what email communication has been sent to a particular user or to the organization as a whole.

Location:

Logs Tab -> User Email Log



The User Email log offers a variety of filters to narrow down results to a specific email or handful of emails.

If left blank, these filters will display all available logs for your organization's email communications sorted by most recent.

The screenshot shows the 'User Email Log' interface. At the top, there is a 'Search Criteria' section with five input fields: 'Email ID' (1), 'Employee ID' (2), 'Search in Subject' (3), 'Search in Email Content' (4), and 'Email Category' (5) which is a dropdown menu set to 'All Categories'. Below the search fields are 'Search' and 'Reset' buttons. A status bar indicates 'Last Updated: 6 second(s) ago' and an 'Export' button. The main area is a table with columns: 'Sent By' (1), 'Sent To' (2), 'Date Time', 'Subject' (3), 'Email Category' (5), and 'Error'. The table contains three rows of data, all with a 'Supervisor Notification' category.

Sent By	Sent To	Date Time	Subject	Email Category	Error
phishproof@demo.com	fff@demo.com	4/11/2019 7:36:54 AM	[My Company] Incomplete and/or Past Due Course Reminder for Supervisor	Supervisor Notification	
phishproof@demo.com	joe@inspireme.com	4/11/2019 7:36:54 AM	[My Company] Incomplete and/or Past Due Course Reminder for Supervisor	Supervisor Notification	
phishproof@demo.com	john.smith@mycompany.com	4/11/2019 7:36:54 AM	[My Company] Incomplete and/or Past Due Course Reminder for Supervisor	Supervisor Notification	

[click to enlarge image](#)

1. Email ID

This filters the logs by the "Sent To" field. This can be used to locate communication sent to a particular user, and can be useful for situations in which a user indicates they may not be receiving emails.

2. Employee ID

Since many organizations opt to use Employee ID as the unique identifier for user profiles, the email logs can also be searched by this user profile field.

3. Search in Subject

4. Search in Email Content

If you are looking to find information about an email sent by iLMS, but only know the subject-line or body of the email received, these filters will allow you to search for content within the subject or body of the emails sent to users.

5. Email Category

If you need to review a particular notification type, such as Forgot Password, Registration, or Completion emails, the Email Category filter will let you narrow down results to one notification type.

Export

Any results produced by the User Email logs can be exported to a CSV for further review in Excel or another CSV program.

Sent By

This column displays the System Email Header which acts as the "Sender" for all iLMS email notifications.

Email Notifications and Passwordless Login

If your organization has opted to enable passwordless login, iLMS will automatically replace access-related system

variables in email templates with passwordless login links.

Learn more about passwordless login here: [Passwordless Login](#)

The table below notes which system variables will be impacted and what changes can be expected.

System Variable	Default Text	Passwordless Login Text
[AUTO DETECT REGISTRATION INFORMATION]	To set an initial password, or in the event you need to reset your password, please click on the link below. PASSWORD RESET URL HERE	Click Here To Access Your Training
[AUTO DETECT LOGIN INFORMATION]	To log in go to LOGIN PAGE URL HERE Username: USERNAME HERE	Click Here To Access Your Training
[AUTO DETECT REGISTRATION INFORMATION LINK ONLY]	PASSWORD RESET URL HERE	PASSWORDLESS LOGIN URL HERE
[SAML LOGIN URL]	SSO URL HERE	No Change
[ILMS LOGIN URL]	LOGIN PAGE URL HERE	No Change

To learn more about viewing and editing existing iLMS email templates please see: [Editing Email Templates](#)