

Send email notifications

Antoinette France - 2022-08-02 - Notifications

Send email notifications in Holocentric Connect

Holocentric Connect users with administrator access can send email notifications to notify all other users in their organisation about content updates and other news.

If you have chosen to send several notifications they will all be combined into one email. All email notifications will be sent out at 5:30 am AEST/AEDT the day after you initially select to send them. For instance, if you send a notification from Holocentric Connect on Monday, users will receive it at 5:30 am AEST/AEDT on Tuesday.

This article includes the following topics:

1. Send email notifications while publishing changes
2. Send a news item as an email notification
3. Administrator email notification settings

1. Send email notification while publishing changes

You have the option to send out an email notification when you publish new content. This applies when you:

- publish a single item
- delete a single item
- publish and/or delete multiple items at once.

1.1 Reach the end of your release management workflow to access the release notes window.

1.2 After you have filled out all other necessary information, scroll to the bottom of the release management window. Tick the box that says **Email all users when this News Item is published**. Click **Publish**. The email notification will be sent to all other web app users the following day.

Release label and notes

Publishing: "Add and connect decision point"

Label this release: Add and connect decision point v4 Release

Release notes:

Update

Post a News Item about this when the items are published

News Item title: Add and connect decision point has been changed

News message: View the release notes for the published items

Include a link to the Release summary

Email notification: Email all users when this News Item is published

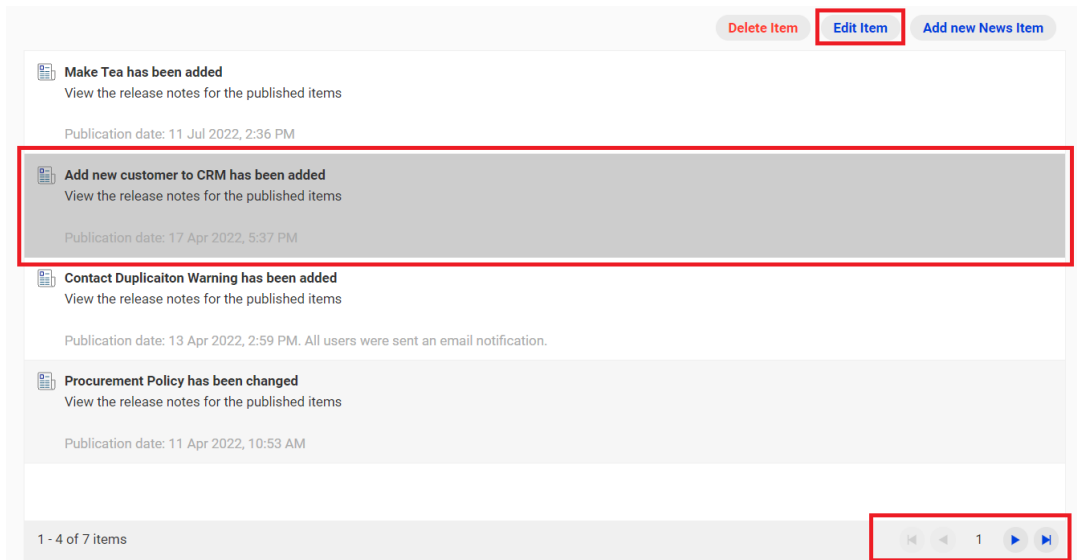
2. Send a news item as an email notification

You can send any existing news item as an email notification.

2.1 Access the **Home** tab and click **Edit News**.

News & Updates		Edit News
11 Jul 2022	 Make Tea has been added	Open
View the release notes for the published items		

2.2 Use the navigation arrows to find the news item you want to send as an email. Click on the news item once and click **Edit Item**.



2.3 To send the news item as a notification, click either **Re-publish immediately** or **Re-schedule**. If you are rescheduling, select a date for when you want the news item to be published on the web app. Tick the box that says **Email all users when this News Item is published** and click **OK** to commit changes.

News Item

News item title:

Message:

Internet link / URL:

Publication Date:

Keep published at 17 Apr 2022, 5:37 PM

Re-publish immediately

Re-schedule:

Email notification: Email all users when this News Item is published

3. Administrator email notification settings

Holocentric Connect users with Administration and Model Administration permissions can choose to send out a variety of other email notifications. Administrators can turn these notifications on and off in **Admin>App Settings**.

A summary of these options is in the table below:

Holocentric Home Operations Governance Documents People Admin

Admin

Categories Business Units Hidden Items Publication History App Settings

CHANGE MANAGEMENT

Release managed: Unmanaged editing (changes are viewable immediately, no version history)
 Release managed (changes viewable only when published, with version history)

Important note: Changing these settings is usually done when first setting up this app for your organisation. Consider carefully which option suits your editing process. When this setting is changed it will take time to process.

Items due for review: Send email to users with Model Administration permission for items that have reached their 'Next Review' date

INCIDENTS & COMPLAINTS

New items raised:

Items allocated: Send email to positions that are made responsible for Incidents, Complaints, Feedback or Improvements

REQUIRED READING

Required reading reminder: Send monthly reminder email to users with Required Reading still to-do

SEND APP FEEDBACK

Email app feedback to:

Email notification option

Description

Items due for review	Email notifications sent to Administrators and Model Administrators at 6:10 AM AEST regarding items that are due for review that day.
Items allocated	Email notifications about different register items (i.e. incidents, complaints, feedback and improvements) sent to different position holders within the system. These notifications are sent out to users with Incident & Improvement manager permissions that have a position assigned. Emails are sent out each day at 9pm AEST.
Required reading reminder	Monthly email reminders to users that still have to complete required reading.
Email app feedback to	Web app feedback sent to selected web app users.

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