

Email Usage in ULearn

ULearn has an extensive email feature with different categories of emails including Confirmations, Registration, and Marketing. Several default emails have been set up for your use. However, you may choose to customize emails for your training.

Once your emails are set up, they are automatically triggered based on the type of email and the training action in ULearn. Below is the list of default emails.

Note: Training units have the option of turning off the default emails or further customizing the default to meet their needs. Otherwise, emails are automatically triggered.

Email Delivery

- ✦ Emails are sent based on an action or a time frame.
- ✦ If an email is based on a time frame (Training is Due, Session Start Date, etc.), the email is sent based on the date of the training or activity. For example, if a session starts in one week at 8:30 a.m., the one week reminder will go out one week prior at 8:30 a.m.
- ✦ If the activity is an online class with a due date and two-day reminder email, the two-day reminder will go out two days prior at midnight.

ULearn Default Emails

Assign Training	Learner is assigned an online class, event, curriculum, test, or material. Email is triggered when training is assigned.
Register	Learner registers for an online class or curriculum. Email is triggered when a learner clicks on the Register link for a training. If the training is set up to be pre-approved and registered upon approval, this email is sent upon clicking <Request>.
Training is Due	Occurs when training is due. When a due date is applied to training, this email will be sent either before, on, or after the due date. This is where the Reminder email type can be especially useful. The Reminder email can be set up to remind the learner within days, hours, and minutes before or after the training is due.
Training is Completed	This email is sent once the learner has successfully completed a session, online class, curriculum, test, or material.
Assign ILT Session	This email is sent when an ILT session is assigned to learners.
ILT Session Register	Once a learner registers for an ILT session, this email is sent to the learner.

Email Usage in ULearn (cont.)

Grant Waitlist Request	Once a learner has submitted a Waitlist Request, they will remain in Waitlisted status until an administrator makes the decision to grant or deny the request. If the ILT administrator grants a learner's request to attend a session, this email will be sent.
Exception Request	An exception Request is created when a learner submits a request for an Event/Session in which the prerequisites are not met. When this type of request is submitted, the selected recipients will receive this email.
Deny Exception Request	Once a learner has submitted an Exception Request, they will remain in Exception Request status until an administrator makes the decision to grant or deny the request, this email is sent to the selected recipients.
Session Changed	<p>ILT Session has been changed. Session Changed email is only sent if the following Session fields were changed: Location, Start or End Dates and Times, Instructor, Advanced Registration Deadline, Pre-work/Post-work/Prerequisite, No Show Penalty.</p> <p>An email tag called COMMENT appears as an option for this email. This tag will display the comments entered by the Session administrator or instructor when the changes for this Session were saved.</p>
Session Start Date	ILT Session start date. This is to remind learners of the start date for a session for which they are registered.
Prerequisite is Due	Prerequisite is due for a Session.
Cancel Session	ILT Session is cancelled. REASON.CANCEL.SESSION tag is available for the Cancel Session email so that the reason entered by the administrators when the Session was cancelled can be included in the email. This tag will display the reason selected in the drop-down by the administrator who cancelled the Session.

Launching Training from an Email

Training can be launched via a link from the email by inserting the Email tag. If the tag is used in all emails, it will direct the learner to either their transcript page, a session detail page, or it will actually launch the course. The current plan is to include the email tag in all emails so that if a learner wants to enter the ULearn from the email to look at their transcript or take action, that link will be there.



Email Usage in ULearn (cont.)

Confirming an Email was Sent

The system provides a report that can be run and exported to Excel. This report will provide a log of all the emails that were sent in the past 30 days. The report provides:

- The email address it was sent to (learner's address)
- The time and date it was sent
- The subject line of the email

This report can be found at Admin > Email Management > Expand icon for email > export to Excel.

Depending on the volume of emails, this report may or may not be useful to training units.