General Features (Core) > Email Administration > System Email Administration > Email Administration

Email Administration



- · Emails are sent when an action occurs if they are based on a time frame.
- If an email is based on a time frame, (Training is Due, Session Start Date, etc.) then the email is sent based on the event date of the activity.
 - Example: If a session starts in three days at 8:30 am, the 3-day reminder will go out three days prior at 8:30 am.
 - Example: If activity is an online course with a due date and a 3-day reminder email, the 3-day reminder will go out three days prior at midnight.
 - For more information about configuring time-based (Reminder) emails, see the Type row in the Title and Email section of the Create New Email page. The Reminder bullet discusses how to configure such emails. See Email Create.

To properly utilize Email Management, an organization's email server must be set up to accept TLS encrypted emails. If this is not done, users may not be able to receive the proper emails. If the server is not set up to accept TLS encrypted emails, contact Global Customer Support for assistance.

To access Email Administration, go to Admin > Tools > Core Functions > Email Management.

→ Permissions

PERMISSION NAME	PERMISSION DESCRIPTION	CATEGORY
Email - Edit From Address	Grants ability to edit the "from" address when creating or modifying an email trigger. In addition, the Allow user to change email address option must be selected in Email Preferences. This permission works in conjunction with the Global Email Administration - Manage permission. This is an administrator permission.	Core Administration
Email Preferences - Manage	Grants ability to manage Email Preferences, which includes defining end users' ability to change their email address and the associated email notifications when emails are changed. This is an administrator permission.	Core Administration
Emails by Learning Object - Manage	Grants access to create, edit, and delete custom email templates/triggers at the learning object level. When viewing Course Console, this permission also grants ability to view and manage email triggers at the LO level. This permission works in conjunction with the Course Catalog - Update and Course Catalog - View permissions. This permission can be constrained by OU, User's OU, User's Self and Subordinates, and User. This is an administrator permission.	Learning - Administration
Emails by Learning Object - View	Grants access to view custom email triggers at the learning object level. When viewing Course Console, this permission also grants ability to view email triggers at the LO level. This permission works in conjunction with the Course Catalog - Update and Course Catalog - View permissions. This permission can be constrained by OU, User's OU, User's Self and Subordinates, and User. This is an administrator permission.	Learning - Administration
Global Email Administration - Manage	Grants ability to manage email trigger templates across all active modules in the portal. Enables creating, editing and deleting email message templates for various system actions and workflows. This permission can be constrained by OU, User's OU, User Self and Subordinates, and User. This is an administrator permission.	Core Administration
Global Email Administration - View	Grants view only access to email templates/triggers and email logs at the global level for the portal. This permission can be constrained by OU, User's OU, User Self and Subordinates, and User. This is an administrator permission.	Core Administration

