Open Opportunities Emails

#0: Welcome email
#1: Thanks for your interest (sent before opportunity is assigned) (OPPORTUNITY INTEREST)
#2: Opportunity is yours! (OPPORTUNITY ASSIGNED)
#2.5 Opportunity assigned to someone else
#3: Work completed – task creator asserts completion (~~OPPORTUNITY SUBMISSION~~)
#4: Time duration (deadline passed/no activity or updates – system email)
#5: Badges earned email
#6: Profile completion reminder email

Currently, the only system-triggered email is the time duration email; the rest are triggered by user interaction, but they all are "from" the Open Opportunities team.

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#0: Welcome

Hi [user's name here],

Welcome to Open Opportunities! As a participant, you'll be able to collaborate with users across different agencies and complete projects that reflect your interests.

Before you start expressing interest in Opportunities, please complete your profile:

- **Write your bio**: Share a bit of background information to help other participants get to know you.
- **Add a photo**: Upload a profile picture to help other participants put a face to your name.
- **List skills and topics**: List your strongest skills and topics that interest you - this helps task creators match you with your ideal Opportunities.

Questions? Email us at xxxxxxxxx@xxxxxx.gov.

We're happy to have you involved!

The Open Opportunities team

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#1: Opportunity Interest
TO: Participant
CC: Task Creator
Subject Line: Thanks for your interest in [task name here]

Hi [user's name],

We just received your request to claim [task name here]. Thanks for your interest in this Opportunity – we're glad you'd like to help out!

During the next few days, we'll review your profile (and may get in touch with you) to ensure you're a good fit. If your skills and interests match what we're looking for, we'll assign you the Opportunity and send a confirmation email.

In some cases, several qualified candidates might express interest in an Opportunity. If you're not chosen to complete it, don't fret: our available Opportunities update frequently. Check back often to see the latest selection.

Finally, we know you're excited to get involved, and we also know that some scheduling conflicts can't be avoided. If you're unable to complete an Opportunity, please reach out right away to [task creator's name], who is CC'd on this email.

Thanks again,

The Open Opportunities team

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#2: Opportunity Assigned
https://github.com/18F/midas/issues/579

To: Participant
CC: Task Creator
Subject Line: You've been selected for [task name here]!

Hi [user's name],

Great news: You've been selected to complete "[task name here]!"

Before you get started, please review the Opportunity details:
http://openopps.digitalgov.gov/tasks/12

Have questions about what you need to do? Post them to the discussion — directly below the Opportunity description — for the quickest response.

If you'd like more in-depth guidance, feel free to reach out to the Opportunity Creator (CC'd on this email) to set up a phone call or video chat.

Thanks again for joining us: We're excited to have you on the team!

Best,

The Open Opportunities team

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#2.5: Opportunity Assigned to Someone Else
(Email sent by Opportunity Creator to participant not selected for Opportunity)
Note: For now, Opportunity creators will manually send these emails to participants who aren't chosen for a specific Opportunity. (In the future, however, these emails may be sent by the system.)

To: Participant
From: Opportunity Creator
Subject Line: An update on [Opportunity name here]

Hi [participant's name],

Thanks again for your interest in [Opportunity name here]. We wanted to let you know that someone else was selected for this Opportunity, but plenty of others are still available!

To see a selection of currently available Opportunities, please click here.

Once again, thanks for your interest in this Opportunity. If you have any questions, please don't hesitate to reach out.

Have a great day,

[Opportunity creator name]

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#3: Opportunity Complete

(Email sent once the Task Creator has marked the Opportunity complete)

To: Participant
CC: Task Creator
Subject Line: [Task name] is complete — thank you!

Hi [user's name],

Congrats! You've successfully completed "[task name here]." Your profile has been updated to reflect your achievement. To recognize your hard work, Open Opportunities just awarded you the [badge name here] badge, which you can view on the Wall of Fame.

We at Open Opportunities are always looking for ways to make our program better. Please take a moment to complete this quick survey — your feedback will help us continue to improve your experience.

Thanks again,

The Open Opportunities Team

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#3A: Manual Template: Opportunity Submission (task needs more work/task not complete)

Note: This is a manual template for the Opportunity Creator

To: Participant
CC: Opportunity Creator

Subject Line: You're almost there …

Hi [user's name],

Thanks for submitting [task name here]. I just reviewed your submission, and the following items still need to be completed:

- **Component title**: One-sentence description of item 1
- **Works cited section**: Please list all the sources you referenced in your blog post

When you have a chance, please log in to your Open Opportunities account and review the Opportunity guidelines. Please aim to complete the Opportunity by [date].

If you're unable to complete this Opportunity by the deadline or have any questions, please let me know.

Thanks again for your help,

[Task creator's name]

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#4: TASK DURATION

Subject Line: How's it going? (Alternatively: Still working on [task name here]?)

To: Participant
CC: Task Creator

Hi [user's name],

We noticed [task name here] isn't marked completed and wanted to check in on your progress – how's it going?

If you're still working on this Opportunity, please email [task creator name] (CC'd on this email) to let them know.

As always, thanks for your participation in Open Opportunities.

Best,

The Open Opportunities Team

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#5: Profile Prompt
TO: Participant
CC: Task Creator

Subject Line: Your profile is almost done!

Hi [user's name],

Thanks for creating an Open Opportunities account! We're excited to have you on the team.

Before you can get involved, you'll need to complete your profile. Take a few minutes to do the following:

- Upload a current picture of yourself
- Write a brief bio
- List your skills and some topics that interest you

This information will help Task Creators find the tasks that are the best fit for you. Remember, the more complete your profile, the likelier you are to be chosen for a given task.

Once again, welcome to Open Opportunities — we look forward to collaborating with you.

Best,

The Open Opportunities Team

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Task Creator Submits Opportunity
TO: TASK CREATOR
CC: [None]
Subject line: You've submitted [Opportunity name here]

Hi [Task Creator's name],

Thanks for submitting [Opportunity name here]. We've received this draft of your Opportunity and will review it to make sure it has all the necessary information.

Once your Opportunity has been reviewed, we'll make it available to Open Opportunities participants. If it's missing anything, we'll let you know so you can revise your draft.

Questions or concerns? Email us at xxxxxxxxx@xxxxxx.gov.

Thanks again for working with us —

The Open Opportunities Team