**Open Opportunities**

**Email Correspondence**

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# 1 - New Account

Subject: Welcome to Open Opportunities

Trigger: A new account is created

Audience: New account holders

Content:

Hi <Name>,

Welcome to Open Opportunities! We're happy you want to get involved. As a member of this community, you'll collaborate with people across different agencies and work on projects that interest you.

Before you start applying to opportunities, follow the steps below to complete your [profile](https://openopps.uat.usajobs.gov/profile): <link to profile>

* Write your bio: share a bit of your background to help other members get to know you.
* Add a photo: upload a profile picture to help other members put a face to your name.
* List skills and interests: tell us about your skills and career interests. This will help opportunity creators match you with the right opportunities.

Thanks,

The Open Opportunities Team

# 2 - Forgot password:

Subject: Reset your password on Open Opportunities

Trigger: User selects “Forgot your password?” link on Sign in page

Audience: Open opportunities member

Content:

Hi <Name>,

Forgot your password? Click the link below or copy and paste it into your browser to reset your password.

<Password reset link>

Didn't request a new password? Don't worry, you can just delete this email and your password will remain the same.

Thanks,

The Open Opportunities Team

# 3 - Draft Opportunity Created

Subject: New Open Opportunity Draft Created

Trigger: Save as draft selected on Create an opportunity page

Audience: Opportunity creators

Content:

Dear <Name>,

Thank you for drafting an open opportunity.

Your draft can be found [in your profile under Drafts](https://openopps.uat.usajobs.gov/profile/3731). <link to profile>

For your reference, here's a link to the opportunity: <Opportunity name link>

Thanks,

The Open Opportunities Team

# 4 - Opportunity Submitted – Email to Opportunity Creator

Subject: New opportunity submitted

Trigger: Submit for review selected on Create an opportunity page

Audience: Opportunity Creator

Content:

Hi <Opportunity Creator Name>,

Thanks for submitting <Opportunity hyperlink> on Open Opportunities! We'll review your submission to make sure it has all the necessary information. We'll email you when it's approved or if we need more information.

Thanks,

The Open Opportunities Team

# 5 – Opportunity Submitted – Email to Administrator

Subject: New opportunity submitted by a task creator

Trigger: Submit for review selected on Create an opportunity page

Audience: Administrator

Content:

Hi <Admin Name>,

The message below was sent to a task creator because they created a new task on Open Opportunities. Please review it and determine if it can be approved or needs additional information and process appropriately.

Respectfully,  
Open Opportunities Platform

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Hi <Opportunity Creator Name>,

Thanks for submitting <Opportunity hyperlink> on Open Opportunities! We'll review your submission to make sure it has all the necessary information. We'll email you when it's approved or if we need more information.

Thanks,

The Open Opportunities Team

# 6 - Opportunity Approved

Subject: Your opportunity is approved and open

Trigger: Administrator approves a submitted opportunity

Audience: Opportunity Creator

Content:

Hi <Opportunity creator name>,

We approved your opportunity, <Opportunity name link>, and it's now open and accepting applicants.

You'll get a notification each time someone signs up to participate in this opportunity.

What do you do now?

1. Start reviewing and assigning participants.
2. Cancel the opportunity if it's no longer needed.

Thanks,

The Open Opportunities Team

# **7 - Thank you for your interest**

Subject: Thanks for your interest in <opportunity name>

Trigger: Open Opportunities member applies to an opportunity

Audience: Applicant

Content:

Hi <Applicant name>,

We received your request to work on <Opportunity name link>. Thanks for your interest in this opportunity – we're glad you want to help!

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

If you're not selected for this opportunity we'll let you know. Keep checking the site as we frequently add new opportunities.

Thanks,

The Open Opportunities Team

# 8 – Selected

Subject: You’ve been selected for an opportunity!

Trigger: “Next steps” selected on an opportunity

Audience: Assigned participant(s)

Content:

Hi <Name>,

Great news-you’ve been selected to participate in <Opportunity Name Hyperlink>!

What happens next?  
The person who created the opportunity will reach out to you soon to get you started. In the meantime, read the opportunity details:  
<Opportunity Hyperlink>

Thanks,

The Open Opportunities Team

# 9 - Not Selected

Subject: An update on <Opportunity Name>

Trigger: Once “Next steps” is selected, anyone who is not assigned will receive the email.

Audience: Applicants who are not assigned

Content:

Hi <Applicant name>,

Thanks again for your interest in <Opportunity name link>. You were not selected at this time however you may be contacted at a later date.

Check out the other opportunities that are available today on Open Opportunities. <link to opportunity search results page>

Thanks,

The Open Opportunities Team

# 10 - Application Withdrawn

Subject: Application Withdrawn

Trigger: Applicant selects “Cancel your application” on an opportunity they have applied for

Audience: Opportunity Creator

Content:

Dear <Opportunity Creator Name>,

One of the participants, <Applicant Name>, for your Open Opportunity, <Opportunity name link>, has decided to withdraw his or her application.

Thanks,

- The Open Opportunities Team

# 11 – Opportunity Complete

Subject: Your opportunity is complete – thank you!

Trigger: Task completed selected for a participant in an opportunity

Audience: Participant

Content:

Hi <Name>,

Congrats! You have completed your task on Open Opportunities! Click here to review it: <Opportunity hyperlink>. We updated your profile to note your achievement. Thanks for your hard work and we hope you developed some great skills and contacts while completing this opportunity!

Please take a moment to complete this quick survey - your feedback will help us to improve Open Opportunities.

[Open Opportunities' Opportunity Applicant Survey v.1](https://www.surveymonkey.com/r/D3M8KBR)

Thanks,

The Open Opportunities Team

# 12 - Opportunity Canceled

Subject: Open Opportunity canceled

Trigger: Opportunity creator selects to Cancel Opportunity

Audience: If the opportunity status is open, everyone who has applied or been assigned will get the email. If the opportunity status is in progress, only assigned participants will get the email.

Content:

Hello <name>,

The opportunity you were working on, <name of opportunity>, has been canceled. Please contact the person who created the opportunity if you have any questions.

Even though this opportunity is canceled, we frequently update the site with new opportunities.

Thanks,

The Open Opportunities Team

# 13 - New Comment

Subject: There’s a new comment on <Opportunity name>

Trigger: Comment added to an opportunity

Audience: Opportunity creators

Content:

Hi <Opportunity creator name>,

There's a new comment in your opportunity. <Commenter Name – Link to their profile> said:

"Comment text”

[Take a moment to reply.](https://openopps.uat.usajobs.gov/tasks/650#comment-375) <link to opportunity>

Thanks,

The Open Opportunities Team

# Opportunity Due in 7 Days – COMING SOON

Backlog ticket: 1689

Subject: Your opportunity is due in 7 days

Trigger: Estimated due date (when supplied) is within 7 days

Audience: Opportunity Creator

Content:

Hi <Name>,

We noticed that <opportunity name – link> on Open Opportunities is due next week.

When you're done, mark your opportunity as completed. Otherwise, you and your team will not get credit.

Need more time? Update your due date and let your team know.

You can also cancel it if you no longer need the opportunity.

Thanks,

The Open Opportunities Team

# Opportunity Due Today – COMING SOON

Backlog ticket: 1690

Subject: Your opportunity is due today

Trigger: Estimated due date (when supplied) is today

Audience: Opportunity Creator

Content:

Hi <Name>,

We noticed that <opportunity name – link> on Open Opportunities is due today, but you haven’t marked it as completed.

Are you done? Mark it as complete so you and your team will get credit.

Need more time? Update your due date and let your team know.

Or cancel it if you no longer need the opportunity.

Thanks,

The Open Opportunities Team

# Opportunity Overdue – Creator- COMING SOON

Backlog ticket: 1691

Subject: Still working on your opportunity?

Trigger: Opportunity status hasn’t been changed to completed 6 months after due date

Audience: Opportunity Creator

Content:

Hi <Opportunity creator name>,

We noticed you haven’t marked [opportunity name - link] as completed and wanted to check in to see how it's going.

Are you done? Mark it as completed so you and your team will get credit.

Need more time? Update your due date and let your team know.

Or you can cancel it, if you no longer need the opportunity.

Thanks,

The Open Opportunities Team

# Opportunity Overdue – Assigned Participant – COMING SOON

Backlog Ticket: 1692

Subject: Still working on your opportunity?

Trigger: Opportunity status has not been changed to completed 6 months after due date and Assigned participant has not marked their status as “Task completed”

Audience: Assigned participant

Content:

Hi <Assigned participant name>,

We noticed your opportunity <display opportunity name that links to the opportunity listing on open opportunities> isn’t marked as completed.

Are you done with your task? If so, let your opportunity creator know so they can mark you as completed and we'll update your profile.

Let the opportunity creator know if you're still working or if you need more time.

Thanks,

The Open Opportunities Team

# Opportunity not approved – Missing Information COMING SOON

Backlog ticket: 1688

Subject: Please update your opportunity on Open Opportunities

Trigger: Admin does not approve opportunity

Audience: Opportunity Creator

Content:

Hi <Opportunity Creator Name>,

We reviewed your [opportunity name-link] and it's missing some information.

Please update it with the following information:

* [insert missing info 1]
* [insert missing info 2]
* [insert missing info 3]

Once you make the updates, please submit it and we'll review it again. We'll email you when it's approved or if we need more information.

Thanks,  
The Open Opportunities Team

# Opportunity not approved – Needs rewrite COMING SOON

Backlog Ticket: 1688

Subject: Please update your opportunity on Open Opportunities

Trigger: Admin does not approve opportunity

Audience: Opportunity Creator

Hi <Opportunity Creator Name>,

We reviewed your [opportunity name-link] and it needs some updates.

* [insert update info 1]
* [insert update info 2]
* [insert update info 3]

Once you make the updates, please submit it and we'll review it again. We'll email you when it's approved or if we need more information.

Thanks,  
The Open Opportunities Team