Template Manager – Email Notifications

While you can set an email signature in system preferences, that option provides only a static signature for all emails sent from the platform. You can also receive notifications as emails from your interactions.

The wording, layout and information of these emails is controlled via the Template Manager. You can open the Template Manager either via Quick Launch or FrogDrive > Applications.

When opened, the modules section appears first.

We will return to this in a moment, instead we will start by looking at the Users section.

Within this section, you will see we have two standard email templates prepared. Expanding the Welcome Email Frog dropdown and then double-clicking on the System Template brings up a rich-text editor.

It is a fairly standard welcome email all new users will receive when their account is created or when their start date is reached. You can edit the email subject and body. And using the Placeholders menu, you can personalise the message to the user.

You can then save your changes and return to the Template Manager. You'll see we have prepared two templates, one for users using Frog to log in and one for new users set to ADFS.

But you can also make your own from scratch using the New Template button or if you prefer, you can single-click to select the template, then in the Action Cog choose "Copy and Edit". This allows you to make adjustments while retaining the original.

Now that I've explained how the email template works for new users, let's take a proper look at the module section.

When we look at module creation and publishing, you will see how to assign modules as mandatory training. Frog will then send a message to those Learners. That message can be configured in the Module Allocation template.

At this point, it is worth noting that these are templates we are looking at. Each module has the option to customise the messages as well. The Template Manager gives you the opportunity to configure the initial message – saving you time later.

Modules can also be assigned with completion dates, so we provide you with the option to send automated reminders – which you can also customise.

Sessions are part of the Events system. When Enrolled on an event by your manager, you will be sent an email. There are also templates for applying to attend an event, being reminder or informed of a cancellation. And managers will be emailed when one of their reports requests joining an event which requires permission.

Template Manager – Email Notifications (cont.)

Modules are not just passive or interactive self-learning tutorials, they can also require Learners to submit written statements or upload files for approval by their manager. When a Learner does this, their manager is sent an email. This email is also configured in the Template Manager.

And a follow-up email is sent to the Learner, either approving their work or rejecting it. Configuring these templates is important as you want the terminology and phrasing to match your company's ethos.

Finally for the Template Manager is the Log tab.

This Log provides you with a record of every email sent via Frog Courses.

The Filter option lets you filter the records.

You can click into each one and see the full message and resend it

You can also use the Action Cog to export the entire Log to a spreadsheet for further analysis.