

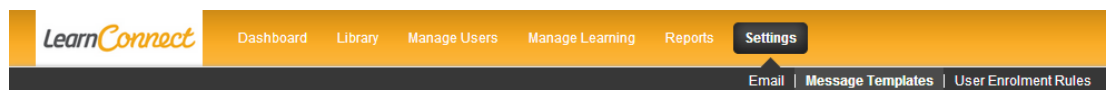
***Learn**Connect*

MESSAGE TEMPLATES

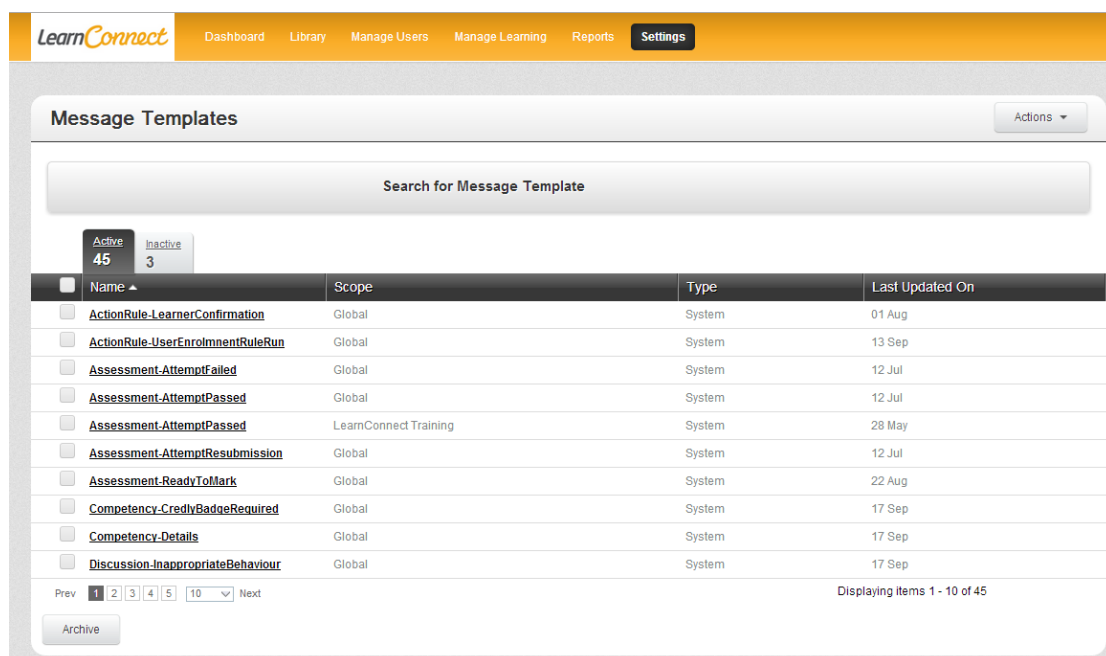
Hello and welcome to LearnConnect Help. This user guide will explain how to edit message templates.

Message templates refer to the automated emails that are generated by LearnConnect and sent to users (e.g. notification of a course enrolment or a password reset). All templates contain standard text, however Tenant Administrators have the power to edit and personalise any of these message templates.

Let's begin by selecting "Message Templates" under "Settings" in the top menu.



You'll now be taken to a list of the standard messages templates within LearnConnect.



To search for a specific message template, select the "Search for Message Template" button (refer to Appendix 1 – Message Template List for a complete list of all message templates and a brief description). This will then expand to reveal a set of search fields that you can use to find the template. In this example, let's search for the message template that is sent to users after they are enrolled in a course: "Enrolment Confirmation".

To do this, enter the keyword "Enrolment" in the search bar to refine the results.

Once you have located the correct message template “Enrolment-LearnerConfirmation”, select the message template “Name” to open the email.

- “Identifier” – is the unique identifier LearnConnect has assigned to the message template
- “Usage Description” – outlines the reason why this message template is generated
- “Active” – indicates if the template is currently active or not active
- “Format” – indicates if the format of the message is sent HTML format or plain text
- “Subject” – the subject line of the email sent to the user
- “Text” – the content of the email sent to the user

You will notice in the message template heading, the term (Global) appears in the title. This indicates this is a global message template, which means it is the standard template within LearnConnect. If you would like to create your own “local” copy, or change any of the content, you can select “Create Local Message Template”.

This will open the message template in “edit” mode.

New Message Template

A tenant-specific copy of global message template will be created.

Identifier*

Subdomain

Usage Description

Status* ☐ Enabled

Format*

Subject

Edit Insert View Format Table
 Font Family Font Sizes Formats B I Text alignment Bulleted list Numbered list Link Unlink Code Tokens
 Hi [Learner.FullName],
 Your username is: [Learner.UserName]
 You've been successfully enrolled in course [CourseName]. Click [\[Links.CourseDetail\]](#) to navigate to course details page.
 Regards,
 Learning Administrator

To update the text of the email, go to the text box and enter text as required. The text that appears within a square bracket (e.g. [Learner.FullName]) is called a “Token” and this is information that is automatically populated by LearnConnect.

To update a “Token”, place the cursor in the desired location within the text box and then using the “Choose Token” drop-down list, select the relevant “Token”.

Subject:

Design Mode HTML

B I T F Verdana, Geneva, s 12.22222232818603: A Paragraph
 Choose Token Insert HTML
 Learner.FullName
 Learner.UserName
 Learner.EmailAddress
 Learner.Address
 Learner.Address2
 Learner.Suburb
 Learner.Postcode
 Learner.State
 Learner.Country
 Learner.GivenName
 Learner.Surname
 Learner.Email
 Learner.Org
 Learner.OrgUnit

Hi ,

Your username is: [Learner.UserName]

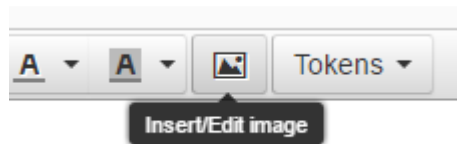
You've been successfully enrolled in course [CourseName]. Click [\[Links.CourseDetail\]](#) to navigate to course details page.

Regards,
Learning Administrator

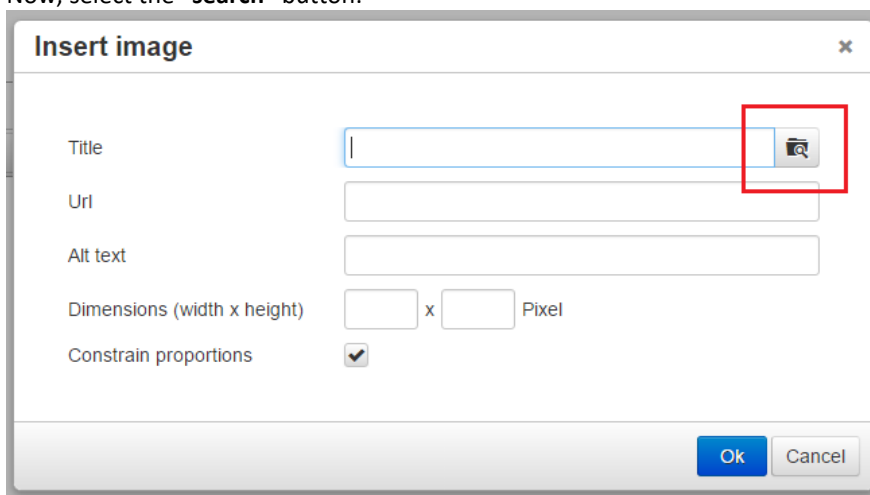
Inserting images

Images can also be inserted into a message template, but must be uploaded as a resource first. This can be done via the following steps:

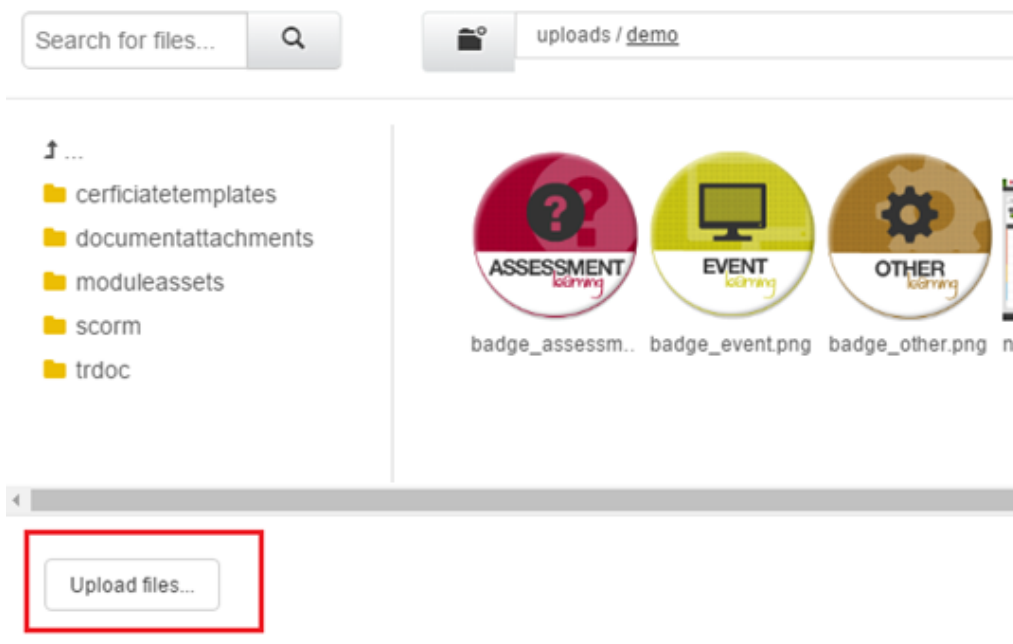
Select “Insert/Edit Image”.



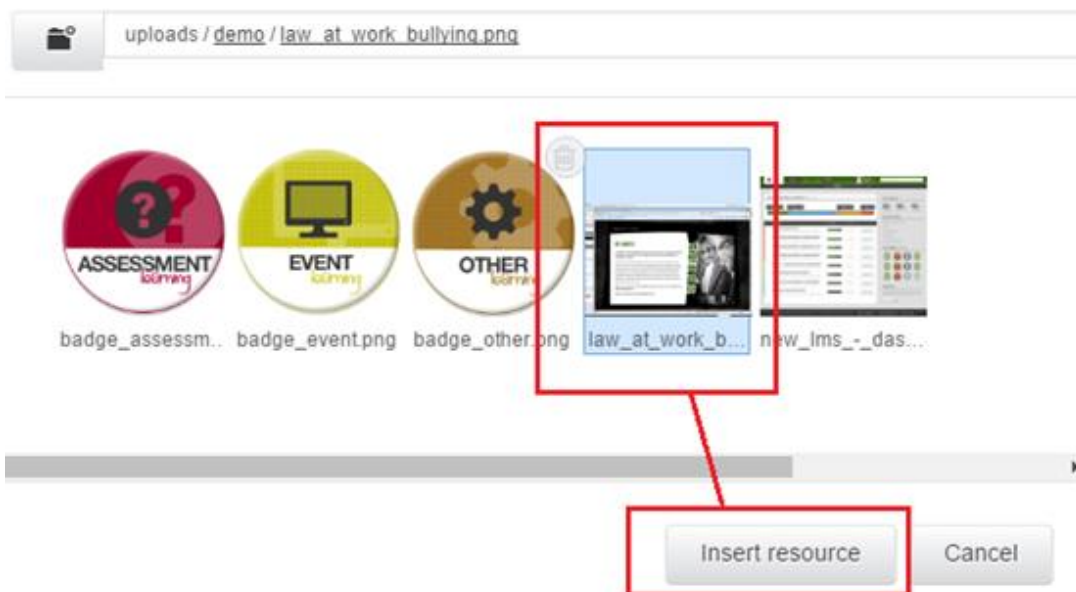
Now, select the “search” button.



In the resources page, select “Upload files”.



Select the image from your computer and upload. Once done, select your uploaded resource and select **"Insert resource"**.



On the insert image screen select **"Ok"** to paste the image into the template.

Insert image ✕

Title

Url

Alt text

Dimensions (width x height) x Pixel

Constrain proportions ☒

If you would like to generate a test email before saving the changes, enter your email address and select **"Send test Email"**.

or [Cancel](#)

Send test email to

Once you are happy with the changes, select **"Save message template"**.

It is important to note that once a message template has been edited, a second copy of the template will automatically be saved in LearnConnect. This means the original template will no longer be available for editing and you will only be able to edit the second "local" version.

In the example below, you can see the "Enrolment-LearnerConfirmation" message template has been edited and there are now two versions of the template. The version marked with the scope "Global" is the original message template and can no longer be edited. The second version (with the scope "LearnConnect Training") is the edited version, which can be updated as required.

Please note: you will notice when editing a message template in your own LearnConnect site, the Scope will display your Organisation Name.

LearnConnect Dashboard Library Manage Users Manage Learning Reports Settings

Message Templates Actions

Search for Message Template

Active 11 Inactive 2

Name	Scope	Type	Last Updated On
ActionRule-LearnerConfirmation	Global	System	01 Aug
Enrolment-ConfirmationCreditCardPayment	Global	System	12 Jul
Enrolment-ConfirmationMessageForWarehouseManager	Global	System	12 Jul
Enrolment-LearnerConfirmation	Global	System	30 Sep
Enrolment-LearnerConfirmation	LearnConnect Training	System	Just now
Enrolment-ManagerApproval	Global	System	12 Jul
Enrolment-ManagerConfirmation	Global	System	12 Jul
Enrolment-TokenPurchaseConfirmation	Global	System	12 Jul
Enrolment-TokenRequestConfirmation	Global	System	12 Jul
Membership-ConfirmationCreditCardPayment	Global	System	17 Sep

Prev 1 2 10 Next Displaying items 1 - 10 of 11

Archive

If any message template has a "local" version created, then this is the version that will be sent to users by default. You do not need to disable the "Global" template — LearnConnect will always send the local version of the message template by default and if none exists then the "Global" version will be issued.

And that's how you edit a message template.

Inactivate Message Templates

To inactivate or disable a message template, you first need to ensure a **“local”** version of the template has been created, as it is not possible to inactivate or disable any **“global”** message templates.

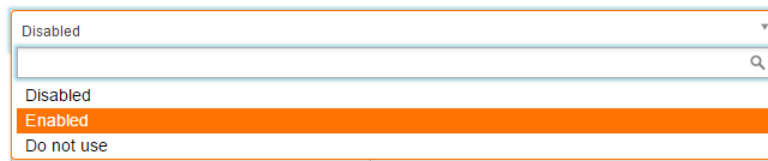
Once you have created a local version, or if one already exists, open the message template in edit mode. This can be done by clicking on the name of the message template.

Once you have opened the message template, from this page you can change the status to **“Disabled”** or **“Do not use”** depending on your requirements.

Status* ?

Format*

Subject



Disabled

Disabled

Enabled

Do not use

- **“Enabled”** – the system will send out the local version of the template
- **“Disabled”** – the system will not send out the notification (either the local or default)
- **“Do not use”** – the system will fall back to the custom or default template (whichever is left enabled)

And that’s how you inactivate a LearnConnect message template.

APPENDIX 1- MESSAGE TEMPLATE LIST

Notification	Description	Template Group
ActionRule-LearnerConfirmation	This confirmation message is sent to a user after they are enrolled into a course by a scheduler	Enrolments
ActionRule-UserEnrolmentRuleRun	Sent to the primary contact of a user enrolment rule when the rule has run and new enrolments have been created	Enrolments
Assessment-AttemptFailed	Sent to the learner when they fail an assessment attempt	Assessments
Assessment-AttemptManuallyReissued	Sent to the learner when an administrator manually adds an additional attempt to an assessment	Assessments
Assessment-AttemptPassed	Sent to the learner when they have passed an assessment attempt	Assessments
Assessment-AttemptResubmission	Sent to a learner when an administrator manually marks an assessment attempt and indicates resubmission is required	Assessments
Assessment-ReadyToMark	Sent to an administrator when an assessment has been submitted by a learner that requires manual marking	Assessments
Enrolment-LearnerCertificate	Sent to a learner when they have completed an enrolment and a certificate is enabled	Enrolments
Enrolment-LearnerCompletion	Sent to a learner when they have completed an enrolment	Enrolments
Enrolment-LearnerConfirmation	Sent to a learner when they are enrolled in a course or have an enrolment request approved	Enrolments
Enrolment-LearnerRejected	Sent to a learner when an enrolment request is rejected by their manager or administrator	Enrolments
Enrolment-ManagerApproval	Sent to a manager if an enrolment request requires approval. The same template is used for second level (administrator) approval	Enrolments
Enrolment-ManagerCompletion	Sent to a manager when one of their direct reports completes a course	Enrolments
Enrolment-ManagerConfirmation	Sent to a manager when one of their direct reports enrolls in a course	Enrolments
LearningAsset-Failed-ManagerNotify	Sent to a manager when one of their direct reports fails a test, SCORM course or assignment	Enrolments
LearningEvent-AttendeeAdded	Sent to a learner when they have been successfully added to a learning event session	Learning Events and Sessions
LearningEvent-AttendeeAdded-ManagerNotify	Sent to a manager when one of their reports has been successfully added to a learning event session	Learning Events and Sessions
LearningEvent-AttendeePendingApproval	Sent to a Learner when they have requested to attend a session and approval is required	Learning Events and Sessions
LearningEvent-AttendeeRemoved	Sent to a Learner when they have been removed from a session	Learning Events and Sessions
LearningEvent-AttendeeSessionCancelled	Sent to confirmed attendees if the session is cancelled	Learning Events and Sessions
LearningEvent-AttendeeSessionUpdate	Sent to confirmed attendees if the session details (time, date, location) is updated	Learning Events and Sessions
LearningEvent-AttendeeWaitlisted	Sent to a learner when they are waitlisted for a learning event or specific session	Learning Events and Sessions
LearningEvent-AttendeeWaitlisted-ManagerNotify	Sent to a manager when one of their reports has been waitlisted for a learning event or specific session	Learning Events and Sessions

LearningEvent-AttendeeWithdrawn-ManagerNotify	Sent to a manager when one of their reports has been withdrawn from a learning event session	Learning Events and Sessions
LearningEvent-InProgram-AttendeeAdded	Sent to a user after being successfully enrolled in a session	Learning Events and Sessions
LearningEvent-InProgram-AttendeeSessionUpdate	Sent to a learner who is attending a session when the session details are changed	Learning Events and Sessions
LearningEvent-NewSessionForRegisteredUsers	Sent to all learners who registered interest in learning event when a new session is created (optional when creating a new session)	Learning Events and Sessions
LearningEvent-UpdateSessionForRegisteredUsers	Sent to all learners registered for a learning event when a new session is created (optional when creating a new session)	Learning Events and Sessions
LearningEvent-UpdateSessionForWaitlistedUsers	Sent to all learners are on the waitlist for a learning event when a new session is created (optional when creating a new session)	Learning Events and Sessions
OtherLearning-RequireClarification	Sent to a Learner if an "other learning" submission requires further clarification	Other Learning
OtherLearning-RequiresVerification	Sent to the nominated approver if an "other learning" submission requires verification	Other Learning
QuickAdd-NotifyAdminOfCreatedUsers	Sent to administrator advising users have been added to the system	Users
Reminder-CompletedEnrolment-ExpiryDate	Sent to a learner if the expiry date for a completed enrolment is near (period set in email reminders)	Enrolments
Reminder-OpenEnrolment-DueDate	Sent to a learner or manager when an enrolment is due (period set in email reminders)	Enrolments
Reminder-OtherLearning-ValidToDate	Sent to a learner if the valid to date for an "other learning" item is due (period set in email reminders)	Other Learning
System-ConfirmEmailChanged	Sent to user after they have changed their email address	Users
System-FirstLogon	The welcome email sent to newly created users	Users
System-PasswordReset	Email sent when a learner requests a password reset	Users
System-PasswordResetEmailIfEmailAddressNotFound	When a user tries to reset their password using an email address, the system will send an email (to the email address entered) if their email address isn't found in the system	Users
System-Registration-Confirmation	Sent to a learner when they create an account via self-registration	Users
System-Welcome Tour	Not an email; this text is displayed to all users on their initial login during the welcome tour	Users
Tasks-EmailReport	Notification generated when a report is sent to an administrator via email	Reports
Tasks-ScheduledTask-Fail	Sent to administrator who scheduled a report when it failed to be sent from the server	Reports