



Administrator Reset of User Notification Preferences

Users are in full control of their [notification preferences](#) and determine what format and frequency notifications from the Intranet are sent to them.

Users can change these preferences at any time.

In situations where issues are being investigated or as a one-off control, there is a reset facility that [application administrators](#) of Communication can use to update the notification preferences of all users or just specific users/roles/groups.

Situations where a reset is required will be infrequent, this guide explains how to perform a reset if one is needed.

The Reset Facility

1. Navigate to **Admin > Communication > Reset**.

Only application administrators of Communication can access the reset facility.

A screenshot of the Admin > Communication panel. The left sidebar shows 'Admin', 'Permissions', and 'Reset Notifications' (which is selected and highlighted in blue). The main content area is titled 'Reset Notifications' and has a sub-header 'Change notification settings for:'. It includes a 'Browse' button and a 'Remove' button. Below this is a section for 'Default notification method' with checkboxes for 'No change', 'None', 'In-system', and 'Email', where 'No change' is checked. There is also a dropdown for 'Auto delete read notifications after' set to 'No change'. The bottom part of the screen shows a table for managing notification preferences for different applications. The table has columns for Application, Preference, Notification method, E-mail options, and Auto delete read notifications after. It lists four applications: Admin, Audit Manager, Badges, and Blog, each with a 'No change' dropdown in all columns.

The screen given is the same options as shown in the preferences area apart from the user picker, which is how you tell the system which users you want to change the settings for.

2. In the **Change notification settings for** field, enter a User, Role, and/or Group.

Admin > Communication panel

Reset Notifications

Change notification settings for: Start typing to add... Browse Remove

All registered

Default notification method: No change None In-system Email

Auto delete read notifications after: No change

Application	Preference	Notification method	E-mail options	Auto delete read notifications after
Admin	No change	No change	No change	No change
Audit Manager	No change	No change	No change	No change

3. Consider what you wish to change for the entered users.

They will already have settings entered, so leaving 'no change' against elements means that their previous setting is retained.

The default notification method applies to all applications that have been set to 'use default'. So changing this will update it for all applications where 'use default' is updated in the reset, or if users have this entered already and 'no change' is left.

Admin > Communication panel

Reset Notifications

Change notification settings for: Start typing to add... Browse Remove

All registered

Default notification method: No change None In-system Email

Email Frequency: Send Instantly

Auto delete read notifications after: 3 months

Application	Preference	Notification method	E-mail options	Auto delete read notifications after
Admin	Use default	No change	No change	No change
Audit Manager	Use default	No change	No change	No change
Badges	Use default	No change	No change	No change
Blog	Use default	No change	No change	No change
Calendar	Use default	No change	No change	No change
Image Gallery	Use default	No change	No change	No change
Infocapture	Use default	No change	No change	No change
Knowledge Base	Use default	No change	No change	No change
Learning	Use default	No change	No change	No change
News	Use default	No change	No change	No change
Exchanges	Use default	No change	No change	No change

Set specific application settings using the custom option.

e.g. If you only want to ensure users receive Calendar notifications as emails, update the custom setting for Calendar specifically, rather than changing the default.

If you do want to change the default, understand that it is best to set all applications to 'use default' to ensure these updates, where the user may have set a custom setting in place.

Application	Preference	Notification method	E-mail options	Auto delete read notifications after
Admin	No change			No change
Audit Manager	No change			No change
Badges	No change			No change
Blog	No change			No change
Calendar	Custom	<input type="checkbox"/> None <input type="checkbox"/> In-system <input checked="" type="checkbox"/> Email	Send Instantly	No change
Comments	No change			No change
Discussions	No change			No change

4. Select **Submit** to apply the changes.

Forum	Use default	No change
Projects	Use default	No change
Quiz, Poll & Survey	Use default	No change
Rooms	Use default	No change
Search	Use default	No change
System	Use default	No change
Tasks	Use default	No change
Thank You	Use default	No change
User (Direct Messages)	Use default	No change
Submit		

5. Upon saving, the users' preferences will update to the choices you made.

Please note: Users can change their preferences again at any time from the in-system messenger settings.

Best practice tip

Each company and organisation's needs are different. Most applications will suit email notifications only, but it is possible to have these appear in-system, too. This is why the real control over preferences is given to the end user and not administrators, as very personal choices based on how they work are being made.

We would encourage Intranet management teams to explain to their user bases how the notifications work so they can make informed decisions on how to set up their preferences to match their work style and only ever perform resets if support issues are being investigated.