

Reset notification preferences for other users

Each individual users can manage and configure their notification method through Communication settings. In some situation as an Intranet Administrator, you may need to change or reset notification settings on behalf of a user or a group of users. This can be done in the Communication admin panel.

How to

Follow the 3 steps below.

Step 1: Navigate to Communication admin panel

From **Admin > Communication**, click on **Reset Notifications**.

Admin / Communication panel

Permissions

Reset Notifications

Reset Notifications

Change notification settings for:

Default notification method ☒ No change ☒ None ☐ In-system ☐ Email

Auto delete read notifications after

Application	Preference	Notification method	E-mail options	Auto delete read notifications after
Admin	<input type="text" value="No change"/>			<input type="text" value="No change"/>
Audit Manager	<input type="text" value="No change"/>			<input type="text" value="No change"/>
Badges	<input type="text" value="No change"/>			<input type="text" value="No change"/>
Blog	<input type="text" value="No change"/>			<input type="text" value="No change"/>

Step 2: Search user

Search users or a group of users that you wish to make changes to the notification settings.

Step 3: Apply changes

Go through each notification settings to perform necessary changes and don't forget to **Submit** your changes.

Admin / Communication panel

Permissions

Reset Notifications

Reset Notifications

Change notification settings for:

Browse Remove

Group: Marketing

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	<div>No change</div>			<div>No change</div>
Audit Manager	<div>Custom</div>	<input type="checkbox"/> None <input type="checkbox"/> In-system <input checked="" type="checkbox"/> Email	<div><div><input checked="" type="checkbox"/> Send Instantly</div><div>Daily digest</div><div>Weekly digest</div><div>Monthly digest</div></div>	<div>No change</div>
Badges	<div>No change</div>			<div>No change</div>
Blog	<div>No change</div>			<div>No change</div>

Upon saving changes, the notification settings will reset and a message indicating notifications have been successfully updated be appear to confirm the changes.

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Admin / Communication panel

Permissions

Reset Notifications

Reset Notifications

Change notification settings for:

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Audit Manager	<div>No change</div>			<div>No change</div>
Badges	<div>No change</div>			<div>No change</div>
Blog	<div>No change</div>			<div>No change</div>

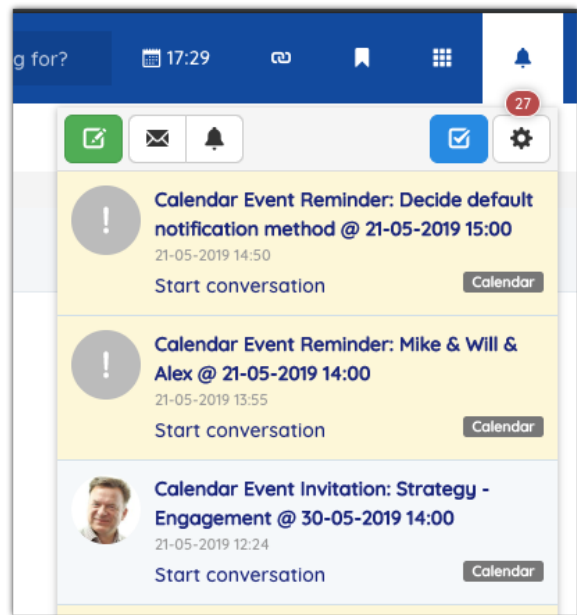
Best Practice Suggestion

Each company and organisation needs are different. The trick is to decide what is the right balance, not too much so that user is distracted and inundated with notification, also not too little so that it's lacking notification.

When to use In-system notification?

Default notification method
☐ None
☒ In-system
☐ Push
☐ Email

In-system notification is by selected by default in most cases, the notification will be displayed on the bell located in the top-right corner.



When to use Push Notification (if enabled) ?

We recommend copying In-system messages to push notification to a mobile device for things which are personal and timely for instance **Direct Messages**. and **Calendar** or **Event Invitation**

☐ None
☒ In-system
☒ Push
☐ Email

This is subject to push notification with OneSignal is configured in the API Panel

When to use In-system and copy to individual Email?

☐ None
☒ In-system
☐ Push
☒ Email

Send Instantly

Consider copying in-system notification to email for things which are important but may not require an immediate action on the same moment user is getting them. For instance, a notification when a policy is awaiting approval, Audit Manager, Expenses, and InfoCapture

When to use In-system and Digest Email?

☐ None
☒ In-system
☐ Push
☒ Email

Daily digest

Consider using digest email for notification for things which are not urgent and can be compiled into a single email rather than individual notification this include News, Blog and Discussion.

For non-frequent items, you can also set to **Weekly** or **Monthly Digest**.

How to set notification settings for a new user?

When a new user is created on the system using manual input in Admin Panel or automatic user creation via Active Directory or CSV upload, their default notification settings are set to In-system.