

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**.

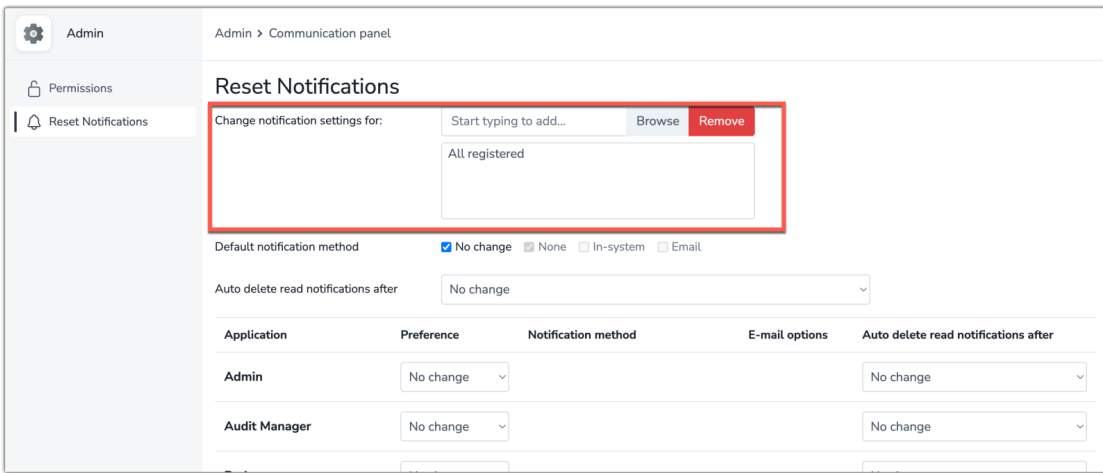
Only application administrators of Communication can access the reset facility.

The screenshot shows the 'Reset Notifications' page in an admin interface. The breadcrumb trail is 'Admin > Communication panel'. The page title is 'Reset Notifications'. Below the title, there is a section 'Change notification settings for:' with a search input field containing 'Start typing to add...', a 'Browse' button, and a 'Remove' button. Below this is a large empty text area. The 'Default notification method' section has radio buttons for 'No change' (selected), 'None', 'In-system', and 'Email'. The 'Auto delete read notifications after' section has a dropdown menu set to 'No change'. At the bottom, there is a table with columns: Application, Preference, Notification method, E-mail options, and Auto delete read notifications after.

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

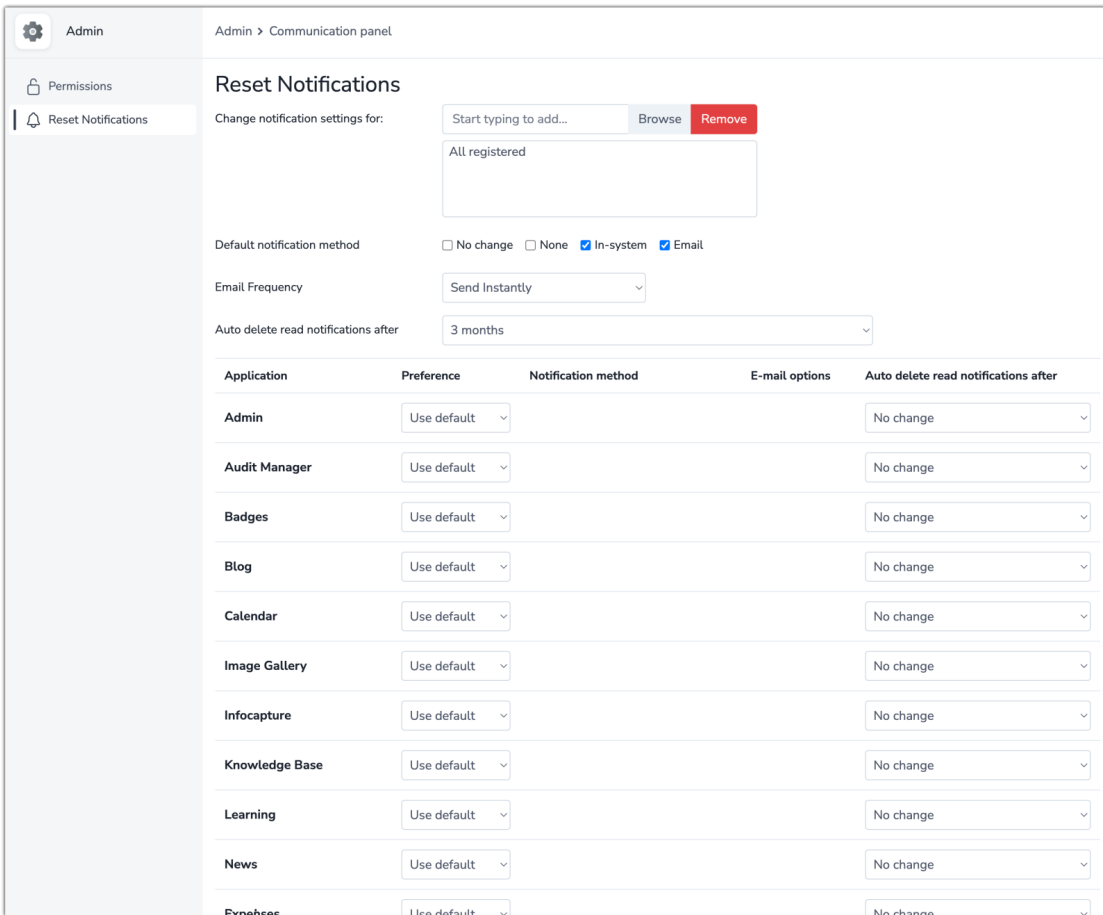
The screen given is the same options as shown in the preferences area apart from the user picker, which is how you tell the system which users you want to change the settings for.

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



3. Go down the list of options and select the desired preferences.

If you want every application to use the new 'default' you have set, each application needs to be updated to **Use default**. For any application that should remain in the user's original settings, use **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
<input type="button" value="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.

Last modified on 14 August 2024 by [Veronica Kim](#)

Created on 19 June 2024 by [Hannah Door](#)
Tags: [communication](#), [email](#), [preferences](#), [reset](#)