Link to article: https://discover.claromentis.com/knowledgebase/articles/579/administrator-reset-of-user-notification-preferences



## 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.

Admin	Admin > Communication panel							
Permissions	Reset Notifications							
Reset Notifications	Change notification settings for:		Start typing	to add	Browse Remove	2		
	Default notification method		🗹 No change	None In-syst	tem 🔲 Email			
	Auto delete read notifications after		No change				~	
	Application	Droforo	200	Notification mothe	.d	E-mail options	Auto doloto road patifications after	
	Application	Prefere	nce	Notification metho	30	E-mail options	Auto detete read notifications after	
	Admin	No ch	ange ~				No change	~
	Audit Manager	No ch	ange ~				No change	~
	Badges	No ch	ange ~				No change	~
	<b>D</b> las	N. ale					No share as	
	вгод	No ch	ange ~				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.

Admin	Admin > Communication panel			
Permissions	Reset Notifications			
C Reset Notifications	Change notification settings for:	Start typing to add	Browse Remove	
		All registered		
	Default notification method	✓ No change 🛛 None 🗌 In-sys	tem 📄 Email	
	Auto delete read notifications after	No change		~
	Application Prefer	rence Notification metho	od E-mail options	Auto delete read notifications after
	Admin No o	change ~		No change ~
	Audit Manager No o	change ~		No change ~

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**.

Admin	Admin > Communication panel				
Permissions	Reset Notifications				
Reset Notifications	Change notification settings for:	Start typing to add	Browse Remov	/e	
		All registered			
	Default notification method	🗌 No change 🗌 None	: 🔽 In-system 🔽 Email		
	Email Frequency	Send Instantly	~		
	Auto delete read notifications after	3 months			Ň
	Application	Preference Notifica	ation method	E-mail options	Auto delete read notifications after
	Admin	Use default ~			No change
	Audit Manager	Use default v			No change
	Badges	Use default ~			No change
	Blog	Use default ~			No change
	Calendar	Use default ~			No change
	Image Gallery	Use default ~			No change
	Infocapture	Use default ~			No change
	Knowledge Base	Use default ~			No change
	Learning	Use default ~			No change
	News	Use default ~			No change
	Developer				Newtown
	r Ynenses	I LISE METALIIT VI			IND CDADGE

4. Select Submit to apply the changes.

Forum	Use default v	No change
Projects	Use default v	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 v	No change
Thank You	Use default ~	No change
User (Direct Messages)	Use default v	No change
Submit	Ose relatif	NO Change

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