



Announcements

Archived

The previous iteration of Announcements found in Admin > News is deprecated in Claromentis version 9 - move any old content to the new application ahead of an upgrade to 9 taking place (if you wish to retain that content)

Introduction

For Claromentis version 8.9+ we have developed a standalone application for Announcements.

Using an Announcement is a fast way to get important information in front of your users e.g. notice about a scheduled fire drill, reminders about national holidays, instructions on changes in processes etc

Announcements now have a front end and an administrative side allowing for more in-depth configuration and tracking of these notices users are pushed; specific groups/roles/users can now also be targeted.

There are 3 styles of Announcements to choose from, appearing in different locations on the screen. Each can be set to require acceptance which may be desired for certain types of information needing to be shared.

Statistics are now also available on each Announcement created giving percentages on the view and acceptance rate by end-users (if applicable)

The Admin side

In order to access Announcements from the admin side, a user must be an [application administrator](#).

This can be set by a sysadmin for any users required in Admin > System > Administrators > Announcements just like any other Intranet application.

Once permission has been given an application administrator user can access this area via Admin > Announcements.

The landing page of the admin side will list all previous Announcements in a table with various information given about each.

(This area will of course be blank upon first use!)

List of announcements							
Please note that announcements that require acknowledgement cannot be edited once published							
+ Add Announcement							
50 entries per page							
Title	Language	Publish date	to	Target users	Views	Acceptance	Actions
<input type="checkbox"/> Management updates	All languages	18 March 2020	18 April 2020	Group: Claromentis Internal	<div style="width: 94.44%;">94.44%</div>	<div style="width: 94.44%;">94.44%</div>	
<input type="checkbox"/> Coronavirus - Tue 17 Mar update	All languages	17 March 2020	17 April 2020	Group: Claromentis Internal	<div style="width: 94.44%;">94.44%</div>	<div style="width: 94.44%;">94.44%</div>	
<input type="checkbox"/> Corona Virus - Update to our recommendations on remote working	All languages	16 March 2020	16 April 2020	All registered	<div style="width: 91.49%;">91.49%</div>	<div style="width: 89.36%;">89.36%</div>	
<input type="checkbox"/> Heads up as WHO declares pandemic	All languages	12 March 2020	12 April 2020	All registered	<div style="width: 93.62%;">93.62%</div>	<div style="width: 91.49%;">91.49%</div>	

Check box: Select this to delete an Announcement (delete button at bottom of the screen)

Title: The subject of the Announcement

Language: The language the Announcement was written in

Publish date (from-to): The date the Announcement was created and will display (until dismissed/accepted by the end-user)

Target Users: Users/roles/groups that were sent the Announcement

Statistics on views and acceptance (If applicable): Percentage totals on view and acceptance rates amongst the target users, this updates as users view/accept.

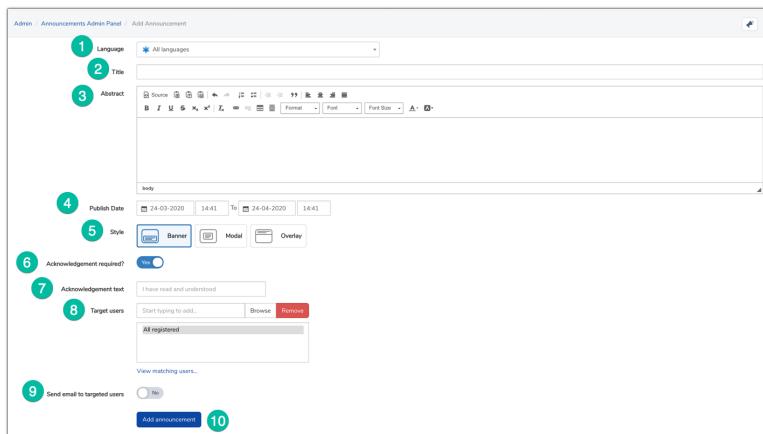
Actions: The pencil icon allows edits to the Announcement itself, which will push it to end-users once saved again - The edited version will not re-appear to the users who have already clicked 'Dismiss'.

Please note: The pencil icon will not be available for announcements that require formal acknowledgement. This is to maintain the integrity of the initial acceptance. Any edits required would need to be created as a new Announcement and sent to users again to accept.

Creating a new announcement

An application administrator can configure an Announcement by clicking on the 'Add announcement' button from the administrative or front ends of the application.

The setup screen for a new Announcement has numerous fields to configure, all of which are detailed below.



The screenshot shows the 'Add Announcement' form with the following numbered callouts:

1. Language: A dropdown menu showing 'All languages'.
2. Title: A text input field.
3. Abstract: A rich text editor with a toolbar.
4. Publish Date: A date range selector from 24-03-2020 to 24-04-2020.
5. Style: A dropdown menu showing 'Banner'.
6. Acknowledgement required?: A radio button set to 'Yes'.
7. Acknowledgement text: A text input field containing 'I have read and understood'.
8. Target users: A list of users with a search bar and 'All registered' button.
9. Send email to targeted users: A radio button set to 'No'.
10. Add announcement: A blue button at the bottom right.

1. Language: Choose a language from the dropdown to target only those users with that language set on their Intranet profile. Selecting 'All languages' will push the Announcement to all target users regardless of the language they have set

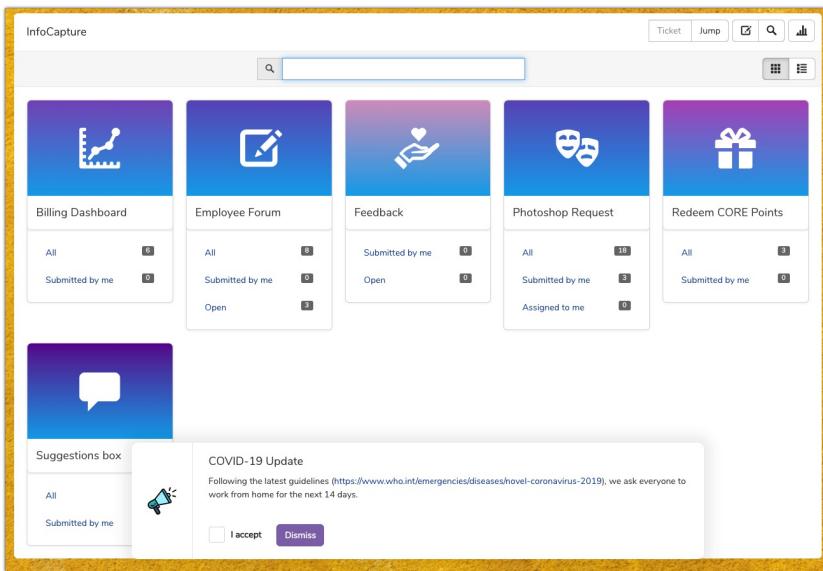
2. Title: Text entered here appears at the top of the Announcement in a larger font size

3. Abstract: The main body of the Announcement which will likely contain the most important details it needs to give and expands on the title

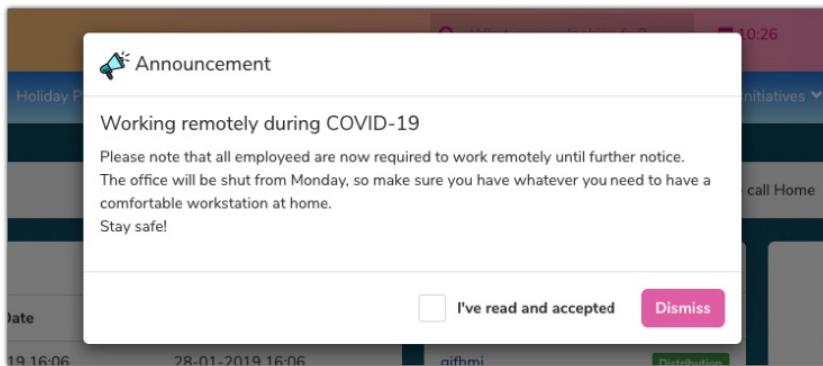
4. Publish date: How long does this Announcement need to be pushed to target users for? (Once the user has dismissed/accepted the notice once, they aren't pushed it again within this duration but can still view it from the front end of the application if required)

5. Style: There are 3 types of Announcement displays to choose from, each will remain on the screen until the end-user performs an action to accept and/or dismiss the notice. Users can still navigate the Intranet despite the Announcement unless a modal style is used.

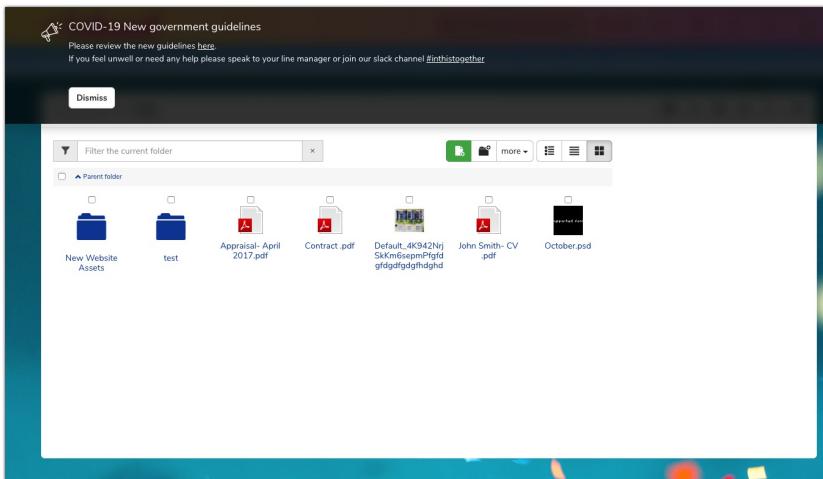
- Banner (shown with acceptance required) appears at the bottom of the screen



- Modal (shown with acceptance required) appears in the middle of the screen. Prevents users from navigating away, this style is recommended if you wish to ensure users have accepted/viewed very important information.



- Overlay (shown with the default dismiss required only) appears at the top of the screen



6. Acknowledgment required?: Check this box if you require users to formally accept the Announcement. If unchecked the option given in the Announcement pop-up will be to 'Dismiss' only.

7. Acknowledgment text: This option will appear if acknowledgement has been enabled. Enter text here that will appear alongside the acknowledgement checkbox. ("I accept" is an example of this shown in Banner and Modal styles above)

8. Target users: The users/groups/roles entered here will be pushed to the new Announcement once saved. This will be upon their next login or intranet page refresh.

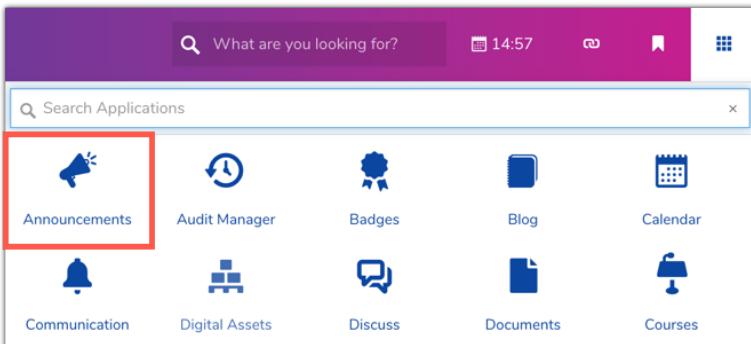
9. Send email to targeted users: Select this option if you would also like the target users to receive email notification of the Announcement to the

address entered on their user profile. (This is separate from a user's personal notification settings and the email is sent as a one-off, even if a user doesn't have email notifications preferences set for Claromentis)

10. Add announcement: Click to save the Announcement and make it live, targeted users will receive this on screen. Statistics will also begin to be collected and populated in Admin > Announcements.

The front end

Accessible from the application menu.



The landing page will list all Announcements to the end-user that they were the target audience for when originally configured.

This acts as a reference area in the event that a user needs to re-read the Announcement or check the details of it.

A screenshot of the 'Announcements' landing page. The page title is 'Announcements'. Below the title is a table with three rows of announcement details. The columns are 'Announcement', 'Publish date', and 'Creator'. Row 1: 'Management updates' (published 19 March 2020 by June Day). Row 2: 'Coronavirus - Tue 17 Mar update' (published 17 March 2020 by John Smith). Row 3: 'Corona Virus - Update to our recommendations on remote working' (published 16 March 2020 by Lisa Dunphy). Each row contains a brief description of the announcement and a link to 'Click here to view the update'.

Audit log

A new filter will be available for Announcements in Admin > Audit > View logs.

Information on the actions below can be searched in Claromentis and/or downloaded in a CSV for further analysis/reference.

A screenshot of the 'View logs' page in the Admin Audit section. The page title is 'Admin / Audit / View logs'. There are several filter options: 'From' and 'To' date and time inputs (set to 24-03-2020 00:00 to 24-03-2020 15:29), a 'User name' input field, a 'Category' dropdown menu (set to 'Announcements', with 'All items' selected and other options like 'viewed announcement' and 'acknowledged announcement' visible), and a 'CSV delimiter' radio button group (set to 'Comma (,)'). Below the filters is a 'View' button.