



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!)

Admin / Announcements Admin Panel

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	94.44%	94.44%	
<input type="checkbox"/>	Coronavirus - Tue 17 Mar update	All languages	17 March 2020	17 April 2020	Group: Claromentis Internal	94.44%	94.44%	
<input type="checkbox"/>	Corona Virus - Update to our recommendations on remote working	All languages	16 March 2020	16 April 2020	All registered	91.49%	89.36%	
<input type="checkbox"/>	Heads up as WHO declares pandemic	All languages	12 March 2020	12 April 2020	All registered	93.02%	91.49%	

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.

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

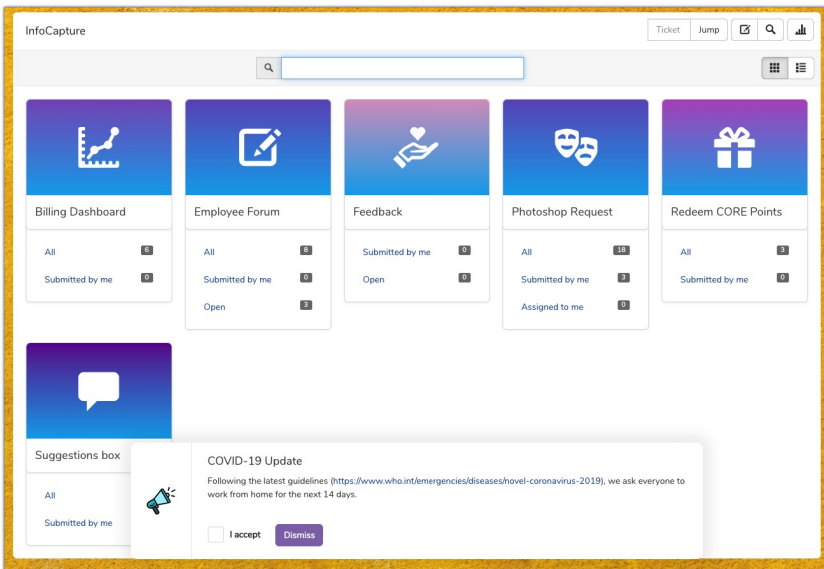
2. Title: Text entered here appears at the top of the Announcement in a larger font size

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

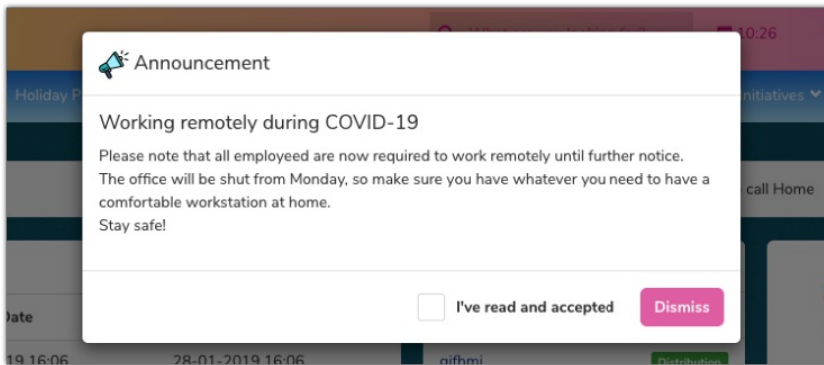
4. Publish date: How long does this Announcement need to be pushed to target users for? (Once the user has dismissed/accepted the notice once, they aren't pushed it again within this duration but can still view it from the front end of the application if required)

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.

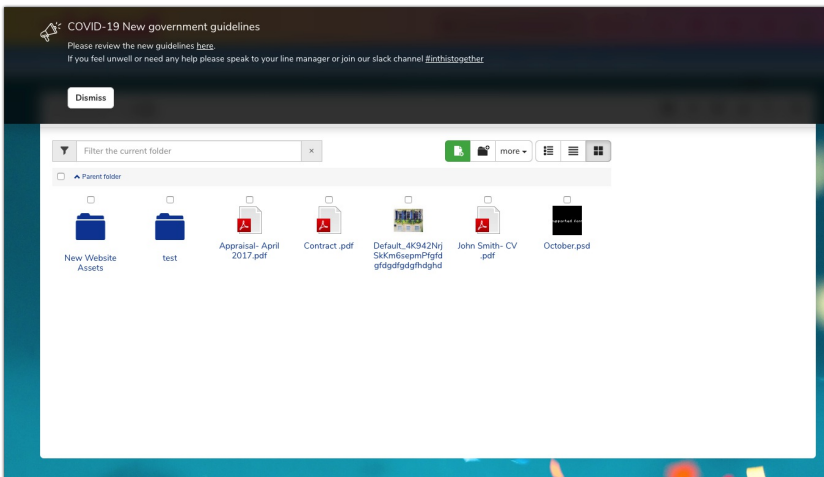
- Banner (shown with acceptance required) appears at the bottom of the screen



- 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.



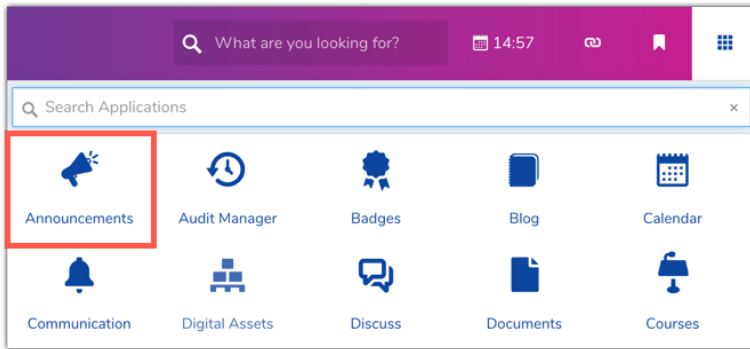
- Overlay (shown with the default dismiss required only) appears at the top of the screen



- 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.
- Acknowledgment text:** This option will appear if acknowledgment 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)
- 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.
- 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 Claramentis)
- 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.

Announcement	Publish date	Creator
Management updates Please be aware that we published some important updates today - please take a look at the company announcement section Click here to view the updates This is important because it concerns the office access.	18 March 2020	June Day
Coronavirus - Tue 17 Mar update Hello everyone. Senior and line management team are now insisting, rather than strongly recommending for all team members to work remotely and not travel to the office for work. We are doing this because really care for your safety and well being. Please talk with your line manager if there are any circumstances which prevent you from working remotely. We are looking at enforcing this from Monday 23rd Mar.	17 March 2020	John Smith
Corona Virus - Update to our recommendations on remote working We are now updating our recommendations on remote working.	16 March 2020	Lisa Dunphy

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.

The screenshot shows the "Admin / Audit / View logs" interface. It features several filter options: a date range from "24-03-2020 00:00" to "24-03-2020 15:29", a "User name" input field, a "Category" dropdown menu currently set to "Announcements" with a dropdown menu open showing "All items", "viewed announcement", and "acknowledged announcement", and a "CSV delimiter" section with radio buttons for "Comma (,)" (selected) and "Semicolon (;)". A "View" button is located at the bottom of the filter section.

Created on 10 March 2020 by Hannah Door. Last modified on 2 April 2024

Tags: announcement, announcements, notice, pop-up, modal, banner, overlay, user guide, message