

## Event notifications

We will provide an overview of all available Event notifications.

Notifications are attached to Event permissions, so users will only receive notifications if they can join or withdraw from an Event or its waiting list.

Templates for each language can be viewed and [edited](#) from [Admin > System > Localisation > Edit templates > Events](#).

[Admin](#) / [System](#) / [Localisation](#) / [Edit notifications](#) / [Events \(English\)](#)

### Edit English Notifications for "Events"

Select a template to localise

<a href="#">events.admin.user_joined</a>	<a href="#">events.user.declined</a>
<a href="#">events.admin.user_requested</a>	<a href="#">events.user.invited</a>
<a href="#">events.organiser.status_updated</a>	<a href="#">events.user.manager_added</a>
<a href="#">events.organiser.user_withdrew</a>	<a href="#">events.user.manager_removed</a>
<a href="#">events.user.approved</a>	<a href="#">events.user.now_waiting</a>
<a href="#">events.user.attending</a>	<a href="#">events.user.updated</a>
<a href="#">events.user.cancelled</a>	<a href="#">events.user.withdrawn</a>
<a href="#">events.user.capacity_increased</a>	

### Notification not sending?

**Remember:** The type of notification received by users e.g. email, in-system, none etc will depend on their preferences as outlined [here](#).

If a notification is not evident, check the recipient's preferences are correct to receive this how they would expect first.

## What notifications can Events send and who will receive these?

### 1. Basic user Event notifications

These notifications [will always be received in email format](#) and not in line with user preferences

`events.user.invited`

`events.user.cancelled`

`events.user.updated`

These 3 notifications are configured by the user who created the Event and can be enabled using the option below which appears when creating one:

**Permissions**

All registered  
Role: Administrators  
**Group: Marketing**

View only  
 Can join  
 Can Manage Booking And Attendees  
 Edit this event  
 Delete  
[View effective permissions...](#)

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**Status**

Display this Event at the top of the Upcoming Events list  
 Send an email invitation/cancellation/updates to users who can sign-up

These notifications will only be sent to users with 'Can join' permissions and will fire in these scenarios.

- **Invited:** The Event has been made live
- **Cancelled:** The Event is cancelled by the creator of the Event or an Administrator
- **Updated:** The Event is edited and saved (usually as an update is required e.g. the the date/time, title etc)

## 2. If approval is required to join the Event

**Training Event**  This event will be marked as Training Event and recorded in user's training record

**Approval**  Approval required to attend  
 Attendee's line manager/supervisor can also approve

**Attachments**  [or select from pre-uploaded...](#)

**Participants**  Limited  Unlimited  
 Private (Participants will not be displayed)

**Permissions**

All registered  
**Group: Marketing**  
Role: Administrators

View only  
 Can join

## events.admin.user\_requested

This fires when a user with permission requests to join an Event as this requires approval.

The recipient(s) will be users that have been given the 'Manage booking and attendees' permission.

They can either approve or decline the request, which means the user can be added or left out of the Event.

It's possible to widen the number of users that can make approvals to the user's line manager as designated in Admin > People, it can be enabled per Event using the option below:

**Approval**

- Approval required to attend
- Attendee's line manager/supervisor can also approve

## events.user.approved

## events.user.declined

The user that requested to join an Event that requires approval will receive either of the above notifications based on the choice made by the user with 'Manage booking and attendees' permission (which could include their line manager if that option has been enabled) about their request to join.

Events / Event details / Attendee Registration + Create event

### test1234

1 user in the waiting list, including 0 friends/family

Select user  Browse + Add Attendee Export to CSV

User	Job title	Email	Approve / Decline	Attended Event	Notes	Date / Time
Jennifer Langdon	Marketing Manager	<a href="mailto:hannah.door@claromentis.com">hannah.door@claromentis.com</a>	<input checked="" type="checkbox"/> Approved <input type="checkbox"/> Declined	<input type="checkbox"/>		18-10-2023 11:05

**Please note:** If a user has declined approval, they will not be able to request approval again, 'Declined' will appear where the join button usually appears preventing them from doing so.

Events / Event details

## test1234

🕒 Wednesday, 18 October, 12:00 - 12:30

This event is organised by [Claromentis Administrator](#)

sdfsdf

**Declined.**

Edit/Cancel your booking

Who's Going

If in the future it is decided the declined user does need to join the Event, then a user with 'manage booking and attendees' permission, administrator or their manager (if enabled) can change their status in the 'attendee registration' area, or use the bin icon to remove them completely (allowing them to request approval to join again)

Free spaces will need to be available in the Event to approve them.

### 3. If the Event has a limited number of spaces

**Participants**  Limited  Unlimited

**Total capacity**  people

Allow each user to bring up to  friends or family

#### events.admin.user\_joined

This notification will fire when a user has clicked to attend an Event when there are spaces available.

It will be sent to users with the 'Manage booking and attendees' permission.

#### events.user.attending

This notification will fire when a user has clicked to attend an Event when there are spaces available.

It will be sent to the user who clicked to attend outlining they have joined the Event.

The screenshot shows the 'Event details' page for an event titled 'test123' on Wednesday, 18 October, 11:00 - 11:30. The event is organized by 'Claramentis Administrator'. The page displays various statistics: 1 user joined, 1 available space, 65 invited, 0 waiting list, 9 viewed, and 2 max capacity. A blue button labeled 'Yes I'm going' is highlighted with a red box. Below the statistics, there is a 'Who's Going' section showing 'Phil Lawrence' as the developer. At the bottom, there are buttons for 'Make a copy', 'Audit', and 'Edit'.

#### events.organiser.user\_withdrew

This notification will fire when a user who joined the Event has withdrawn from it.

It will be sent to the user with the 'Manage booking and attendees' permission.

The screenshot shows the 'Event details' page for 'test123' with an 'Edit your booking' modal open. The modal contains a text area for 'Note to organisers, including special needs and dietary requirements (optional)'. Below the text area, there are three buttons: 'Withdraw from this event' (highlighted with a red box), 'Cancel', and 'Confirm'. In the background, the event details page is visible, showing updated statistics: 2 users joined, 0 available spaces, 65 invited, 0 waiting list, 10 viewed, and 2 max capacity. A button labeled 'Edit/Cancel your booking' is also highlighted with a red box.

#### 4. If the Event implements a waiting list

(This can only be configured when Event spaces are limited).

**Participants**  Limited  Unlimited

**Total capacity**  people

Allow each user to bring up to  friends or family

Allow waiting list up to  people

Private (Participants will not be displayed)

#### `events.user.now_waiting`

This notification will fire when a user previously attending the Event has withdrawn and a waiting list has been implemented.

It will be sent to all users on the waiting list and will outline their new position in the queue due to the withdrawal.

**Please note:** Every time a user withdraws from an Event those on the waiting list for it will receive this notification outlining their new position in the queue.

#### `events.user.withdrawn`

This notification will fire when a user previously attending the Event has withdrawn and a waiting list has been implemented.

It will be sent to the user in the first position on the waiting list advising they are no longer on the waiting list and have now been added to the Event as attending.

#### `events.user.capacity.increased`

This notification will fire when the total capacity of the Event has been raised by the Event creator or user with permission to edit e.g. Administrator.


It will be sent to users who were on the waiting list but can now join the Event due to increased capacity.

**Please note:** In this situation those who are still on the waiting list after the increase will receive the `events.user.now_waiting` notification outlining their new position.

#### Decrease Event capacity?

It is possible to decrease the Event capacity once users have already joined, however, this will not generate any notifications to users about changes, as the system will not revert users' positions, it will instead display this message:

Events / Event details + Create event



**test1234**

📅 Wednesday, 18 October, 12:00 - 12:30

This event is invite only. If you wish to attend please request to join.

This event is organised by [Claramentis Administrator](#)



👤 0 Available • 👥 You can bring up to 0 friends/family

[Request to Join](#)

Sorry, this event is full, but we'll notify you if a space frees up. Current number of waiting list: 1 person.

[Attendee Registration](#)

**Who's Going**

-  [Jennifer Langdon](#)  
Marketing Manager
-  [Phil Lawrence](#)  
Developer

**Warning!** Event capacity exceeded by 2 places

**3**  
Users joined

**0**  
Available

**65**  
Invited

**1**  
Waiting list

**13**  
Viewed

**1**  
Max capacity

[Make a copy](#) [Audit](#) [Edit](#)

e.g. this Event capacity was reduced from 3 users to 1, but the system did not move 2 users to the waitlist automatically when the capacity was reduced.

Instead administrators/those with 'manage bookings and attendees' permission can manually rectify the situation by choosing which attendees should be reverted to their ability to join by using the '- - -' option.

Events / Event details / Attendee Registration + Create event

**test1234**


1 user is joining this event, including 0 friends/family

Select user  [Browse](#) [+ Add Attendee](#) [Export to CSV](#)

User	Job title	Email	Approve / Decline	Attended Event	Notes	Date / Time
<a href="#">Phil Lawrence</a>	Developer	<a href="mailto:phil@claramentis.net">phil@claramentis.net</a>	---	<input type="checkbox"/>		18-10-2023 11:51 added by <a href="#">Claramentis Administrator</a>

Once the number of users reverted meets the new reduced capacity for the Event the system will automatically add them to the waitlist as expected.

Events / Event details + Create event



**test1234**

📅 Wednesday, 18 October, 12:00 - 12:30


This event is organised by [Claramentis Administrator](#)

👤 0 Available • 👥 You can bring up to 0 friends/family

Sorry this event is full and you can't join this event.

[Attendee Registration](#)

**Who's Going**

-  [Jacob Black](#)  
Health & Safety Officer

**Warning!** Event capacity exceeded by 2 places

**1**  
User joined

**0**  
Available

**65**  
Invited

**3**  
Waiting list

**17**  
Viewed

**1**  
Max capacity

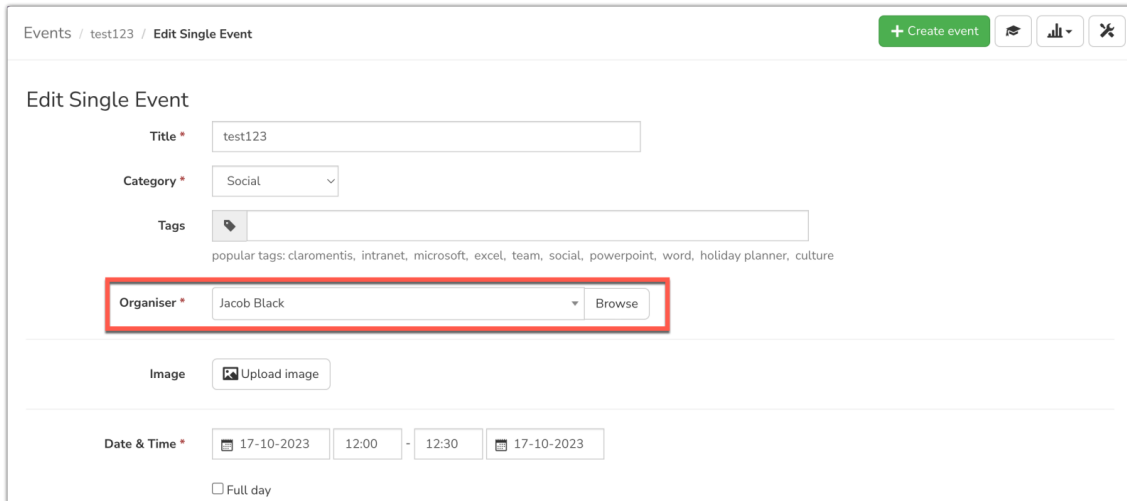
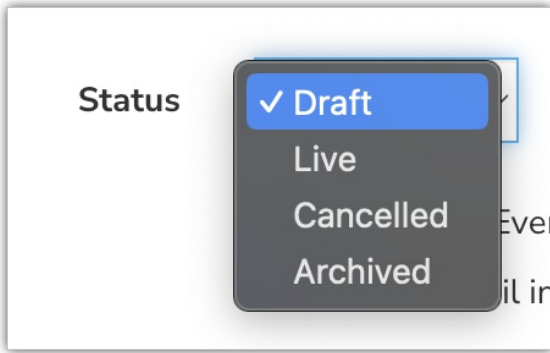
[Make a copy](#) [Audit](#) [Edit](#)

## 5. Other notifications

### events.organiser.status\_updated

This notification will fire when the status of an Event is changed (by a user who has 'edit this Event' permissions or an administrator) and the recipient

will be the user set as the 'Organiser'.

A screenshot of the "Edit Single Event" form. The form has several fields: "Title" (test123), "Category" (Social), "Tags" (with a search icon and popular tags: claromentis, intranet, microsoft, excel, team, social, powerpoint, word, holiday planner, culture), "Organiser" (Jacob Black, highlighted with a red box), "Image" (Upload image), and "Date & Time" (17-10-2023, 12:00 - 12:30, 17-10-2023). There is a "Full day" checkbox.

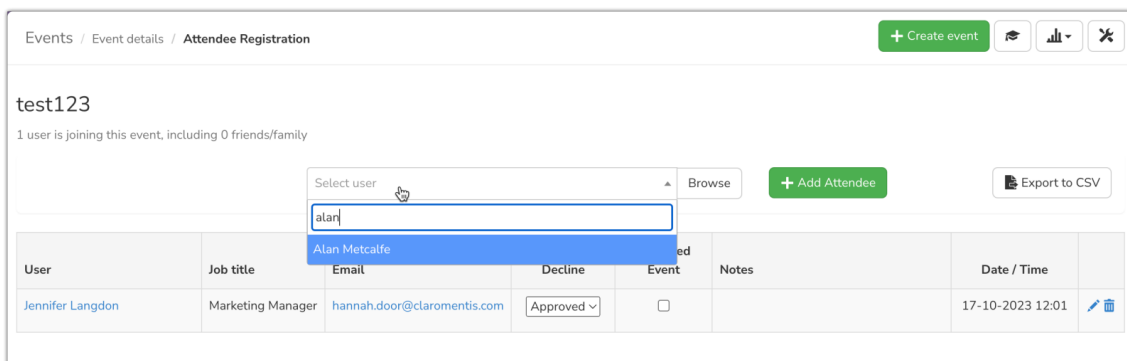
**Please note:** If you are making the changes and are also the organiser of the Event being changed, the notification will not be sent as you are aware you have done this and don't need to be notified

#### events.user.manager\_added

This will fire if a user is added to an Event via the attendee registration area, which will only appear to those with the 'Manage booking and attendees' permission.

The recipient of the notification is the user that was added.

If approval was required, the user is automatically approved when added in this way, which results only in the 'Manager added' notification to the user (they will not also be notified that they were approved)

A screenshot of the "Attendee Registration" page for event "test123". It shows a search box with "alan" entered, a dropdown menu with "Alan Metcalfe" selected, and a table of attendees. The table has columns: User, Job title, Email, Decline, Event, Notes, and Date / Time. One attendee is listed: Jennifer Langdon, Marketing Manager, hannah.door@claromentis.com, Approved, [checkbox], [edit icon], 17-10-2023 12:01. There are buttons for "+ Add Attendee" and "Export to CSV".

**Remember:** A user has to have been defined in overall permissions for the Event to view/join etc before they can be picked in the registration area. If a user isn't appearing check they first have been included in the permissions for the Event.

#### events.user.manager\_removed

This will fire if a user is removed from the Event via the attendee registration area, which will only appear to those with the 'Manage booking and attendees' permission (or Administrators)

The recipient of the notification is the user that was removed.

The screenshot shows the Claromentis interface for an event titled "test123". A confirmation dialog is open at the top, asking "Are you sure you want to remove this booking?" with "Cancel" and "OK" buttons. The "OK" button is highlighted with a red box. Below the dialog, the event details show "3 users are joining this event, including 0 friends/family". There are buttons for "Select user", "Browse", "+ Add Attendee", and "Export to CSV". A table lists the attendees:

User	Job title	Email	Attended Event	Notes	Date / Time	
Jennifer Langdon	Marketing Manager	<a href="mailto:hannah.door@claromentis.com">hannah.door@claromentis.com</a>	<input type="checkbox"/>		17-10-2023 12:01	
Alan Metcalfe	Sales Assistant	<a href="mailto:hannah.door@claromentis.com">hannah.door@claromentis.com</a>	<input type="checkbox"/>		17-10-2023 12:11 added by Claromentis Administrator	
Pippa Fraser	Human Resources Manager	<a href="mailto:hannah.door@claromentis.com">hannah.door@claromentis.com</a>	<input type="checkbox"/>		17-10-2023 12:15 added by Claromentis Administrator	

The "edit icon" for the Pippa Fraser row is highlighted with a red box.

If the same user that was removed tries to join the Event following this, the standard approval procedure will be followed if this has been implemented. e.g. they can request to join and be approved or declined.