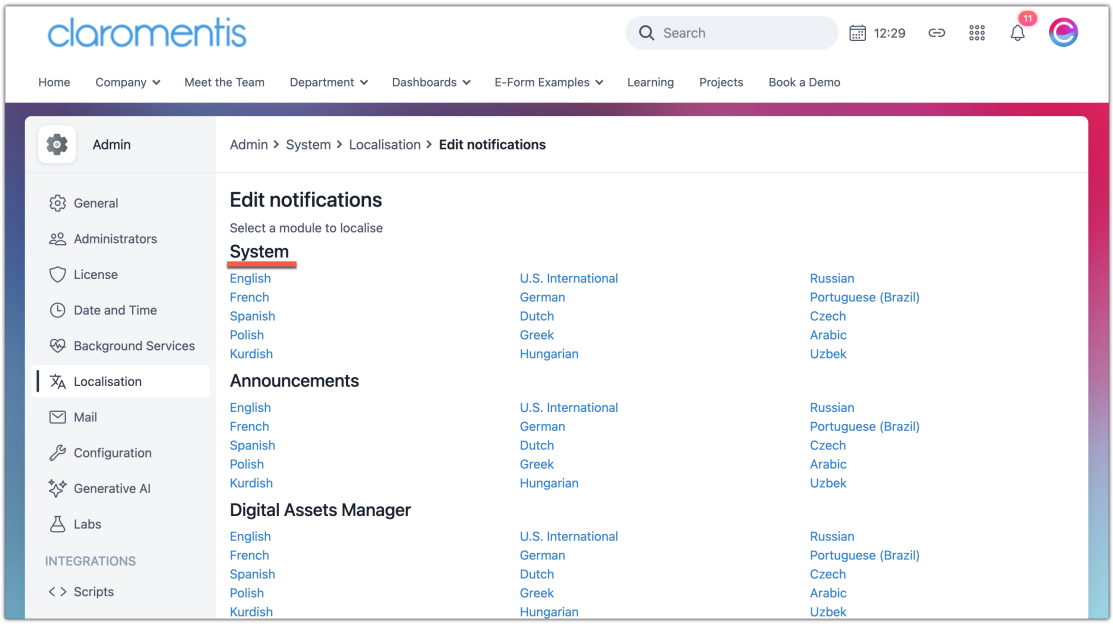
Link to article: https://discover.claromentis.com/knowledgebase/articles/956/people-notifications

People Notifications

We will provide an overview of all available People notifications.

Templates for each language can be viewed and edited from **Admin > System > Localisation > 'Edit notifications' in the 'System', 'Panel' & 'People' sections.**



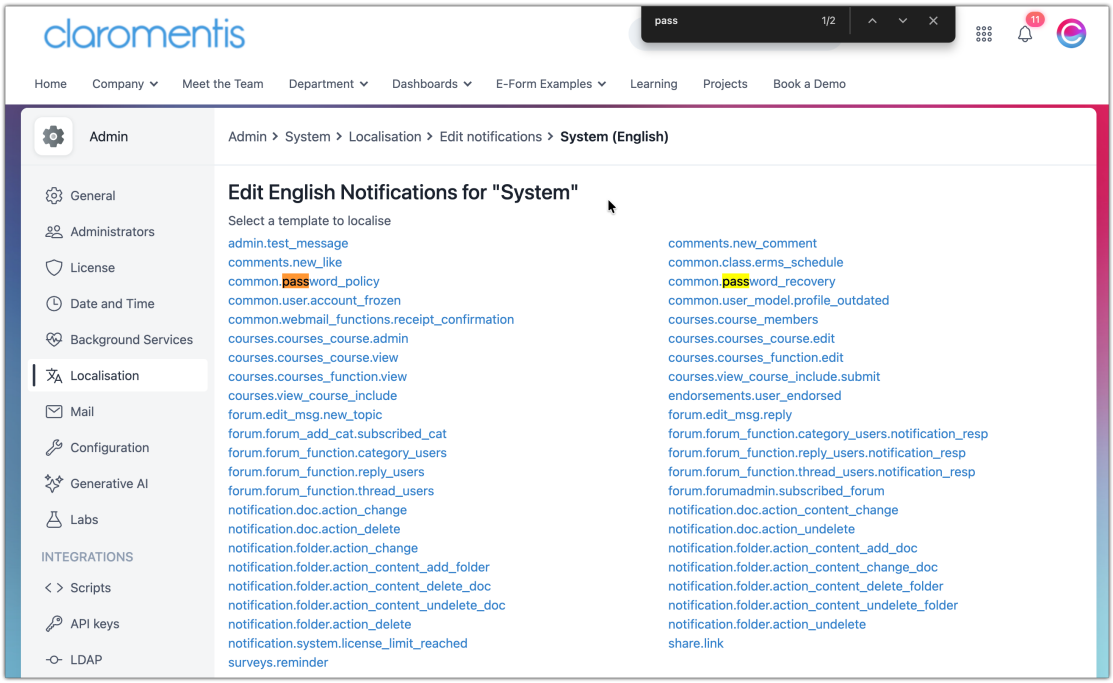
Notification not sending?

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 that the recipient's preferences are correctly to receive this in the format they expect.

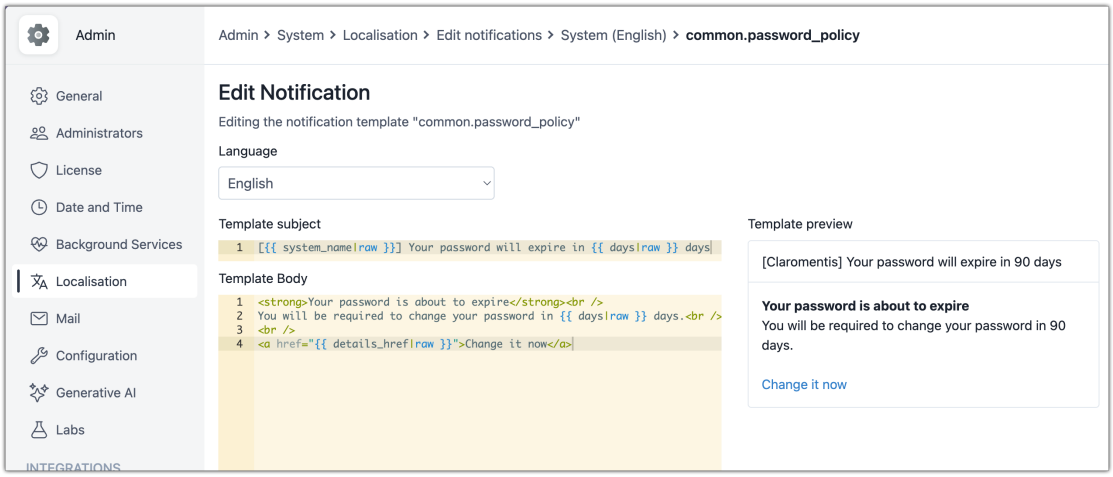
What notifications can People send, and who will receive these?

In the 'System' area, the following notification templates are stored.

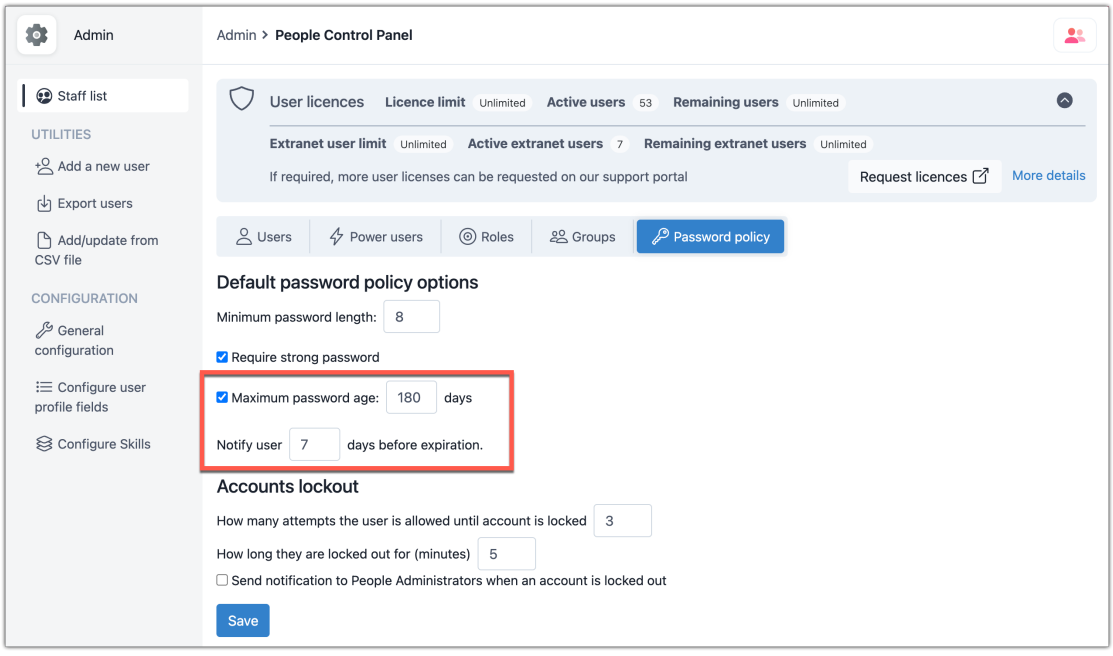


common.password_policy

This notification will be sent to a user x days out from their password expiring.

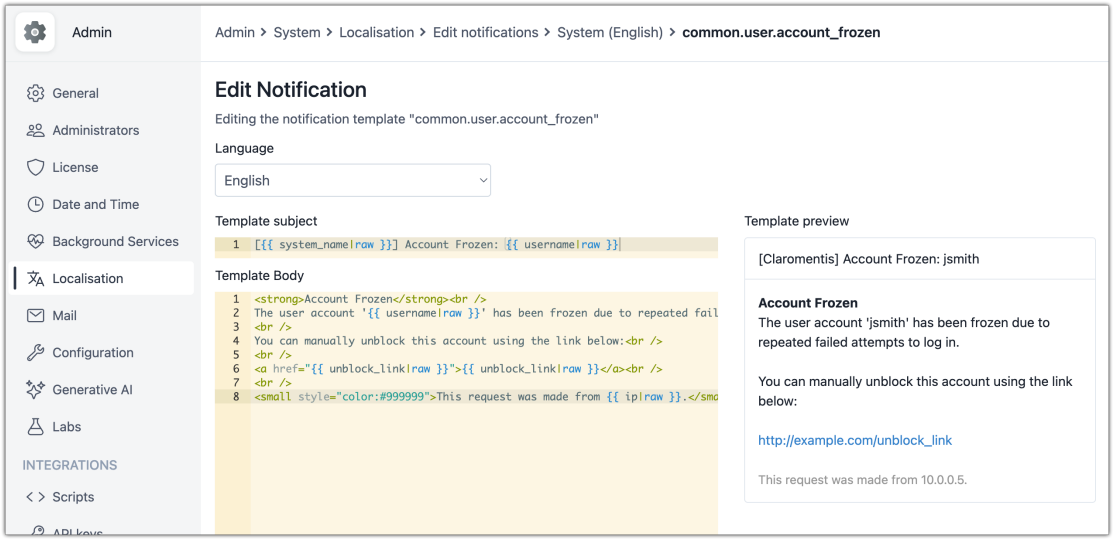


The parameters for this are set in the password policy area by a People administrator.

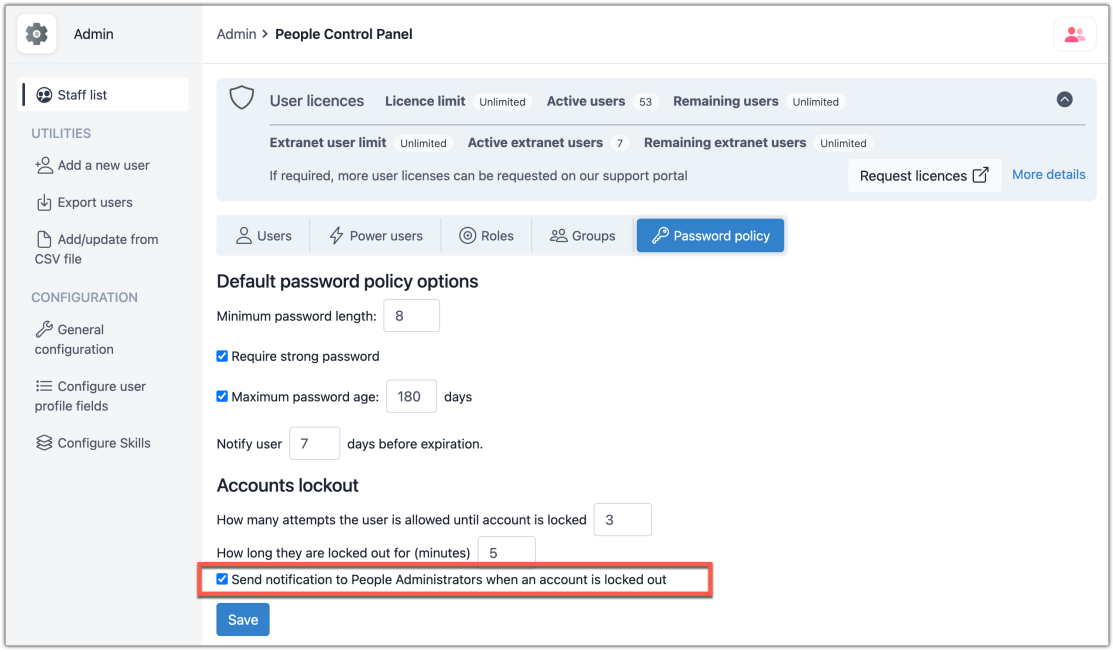


common.user.account_frozen

This notification will be sent to all People administrators to notify them that a user account has becomefrozen/locked due to incorrect credential entry.

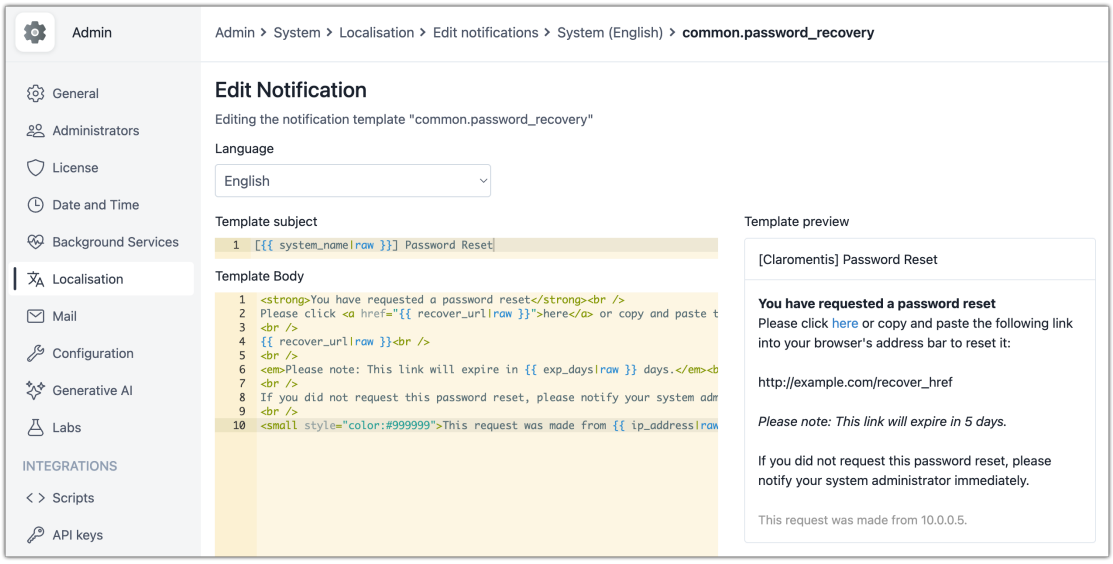


This notification will only be sent if the following option has been enabled in Admin > People >Password Policy:



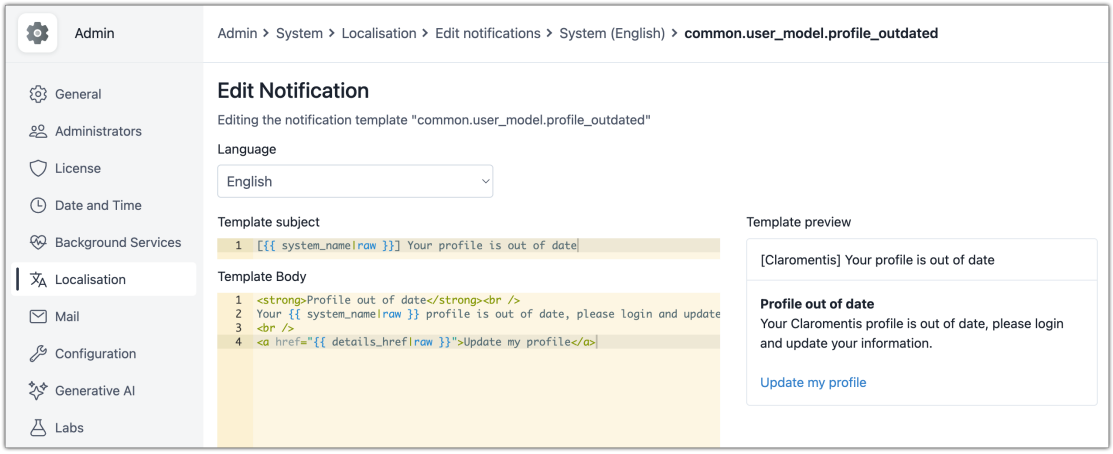
common.password_recovery

This notification will be sent to a user when they follow the'Forgot password?' feature on the login page, allowing them to set a new password.



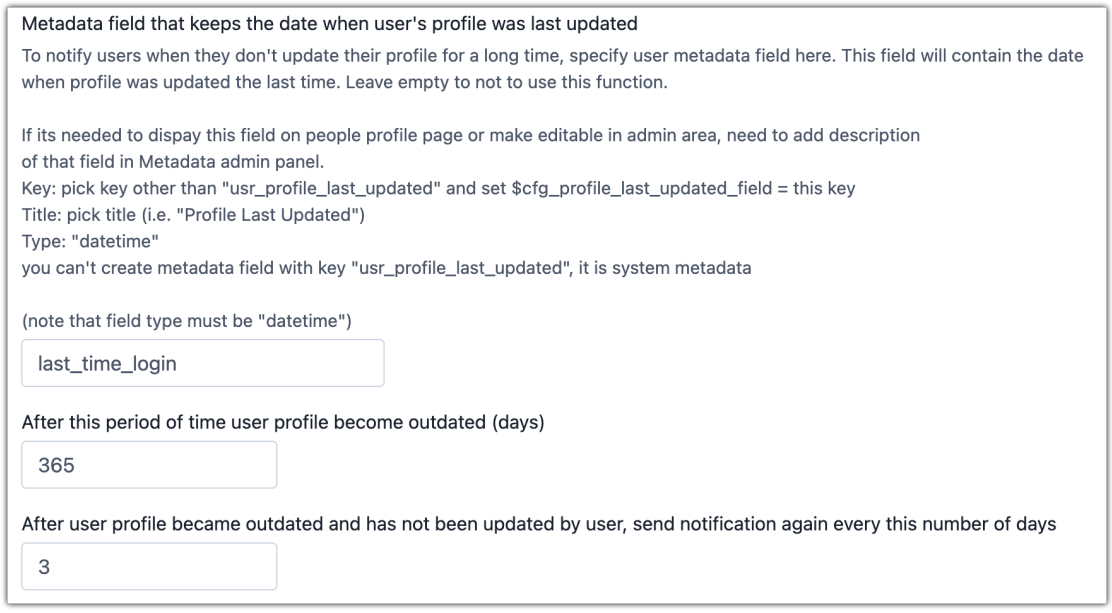
common.user_model.profile_outdated

This is an optional function that will ensure end users are notified that their account is 'out of date' so they can log in to the site and refresh this.



By default, this will be blank so not in use.

Head to Admin > People > General Configuration to set this up:



The commonly used field is 'Last time login' with an appropriate timeframe, e.g. 365 days. However, any field you like can be used to track the time (Enter the field key)

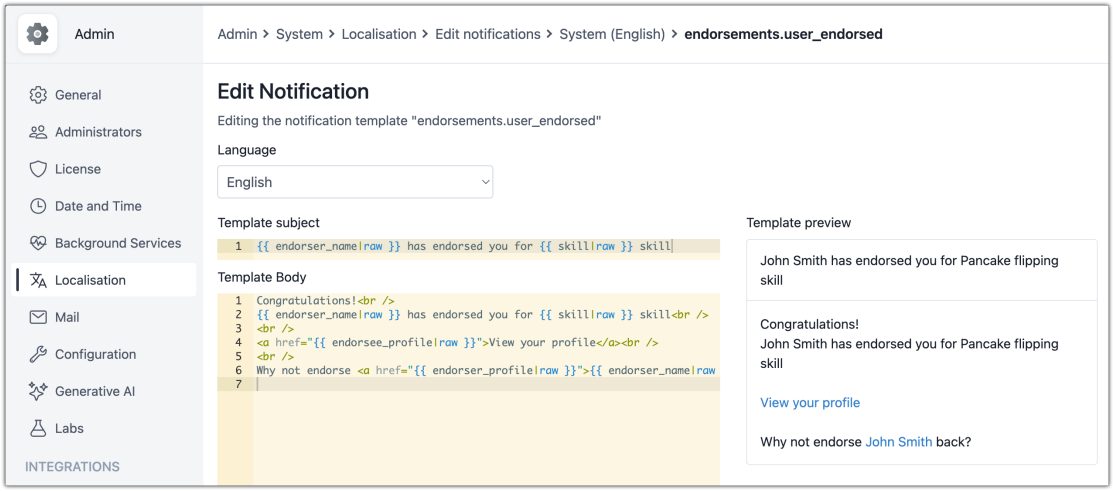
It is also possible to set the frequency to notify the user that their profile is outdated.

Once this has been set up and saved, if the timeframe entered has passed, any end user that fits the parameters (in this example, has not logged in for a year) will be notified every x days until they log in, at which point the timer resets.

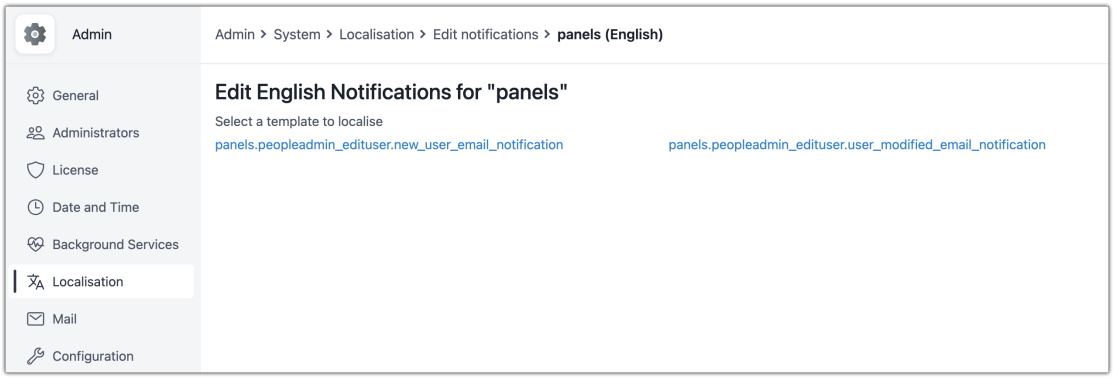
endorsements.user_endorsed

This notification will be sent to a user when another person has endorsed them for a Skill.

This relies on Skills first having been set up by a People Administrator.



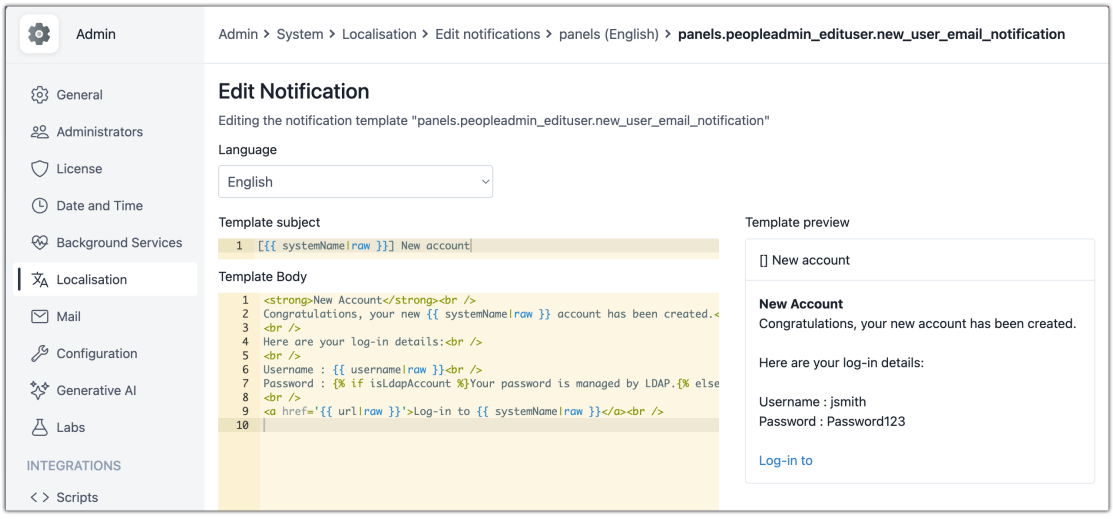
In the '**Panels**' section, the two templates below are stored.



panels.peopleadmin_edituser.new_user_email_notification

This notification will be sent when a new user account is created, either individually by an administrator or en masse via CSV.

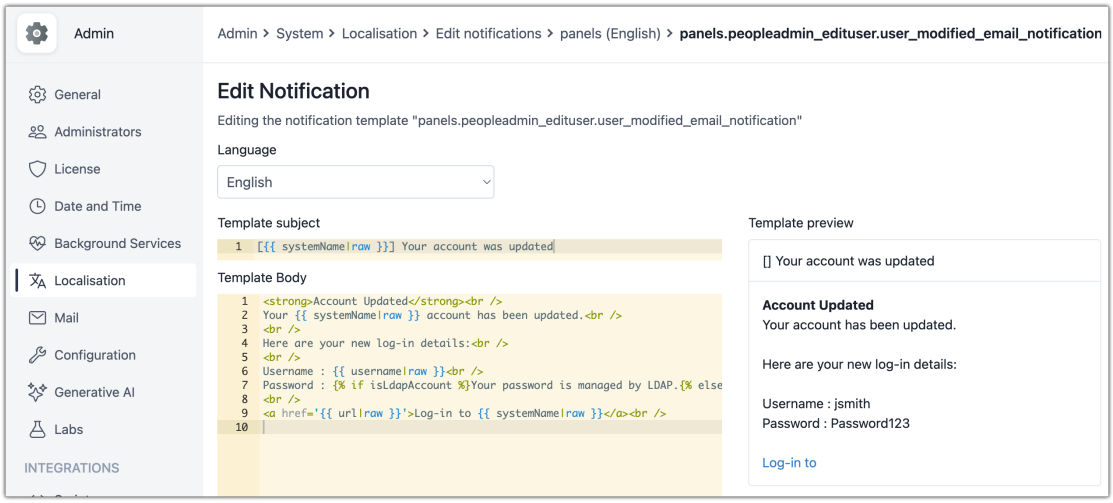
The recipient will be the user who was created, and the notification will be sent to the email address associated with the account.



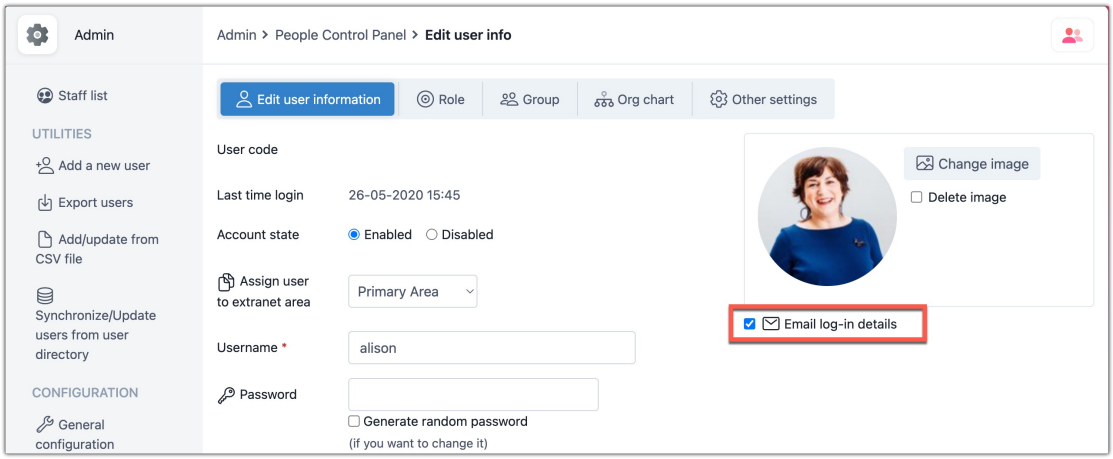
panels.peopleadmin_edituser.user_modified_email_notification

This notification will fire when an administrator enables the 'Email login details' option for a user profile and saves this.

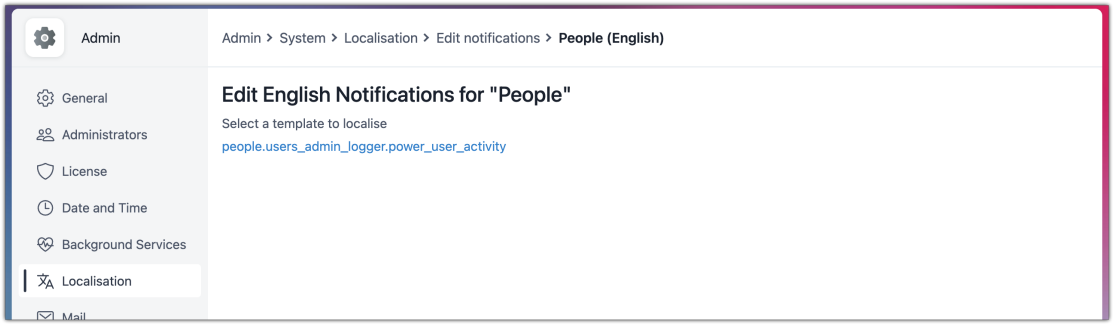
(Usually, this is carried out as the administrator has reset the password on their behalf).



The recipient will be the user whose account was updated, and the notification will be sent to the email address associated with the profile.

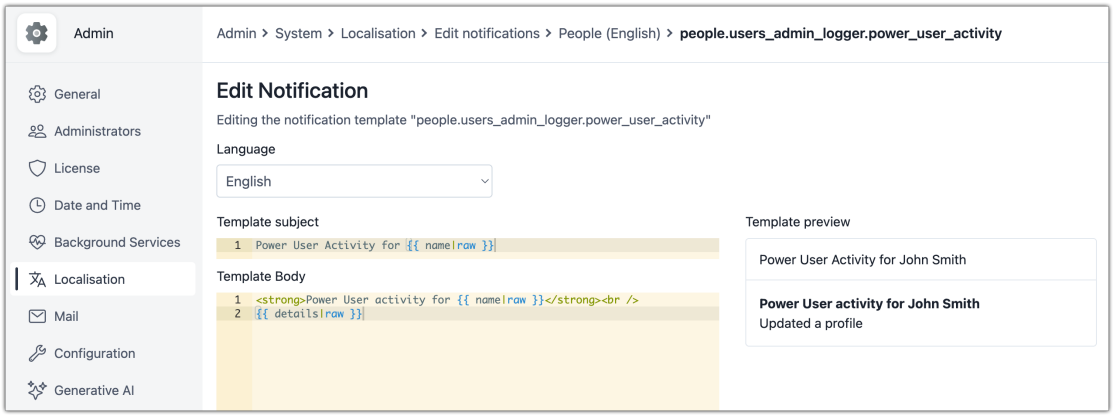


Finally, in the '**People**' section, the last template is stored:



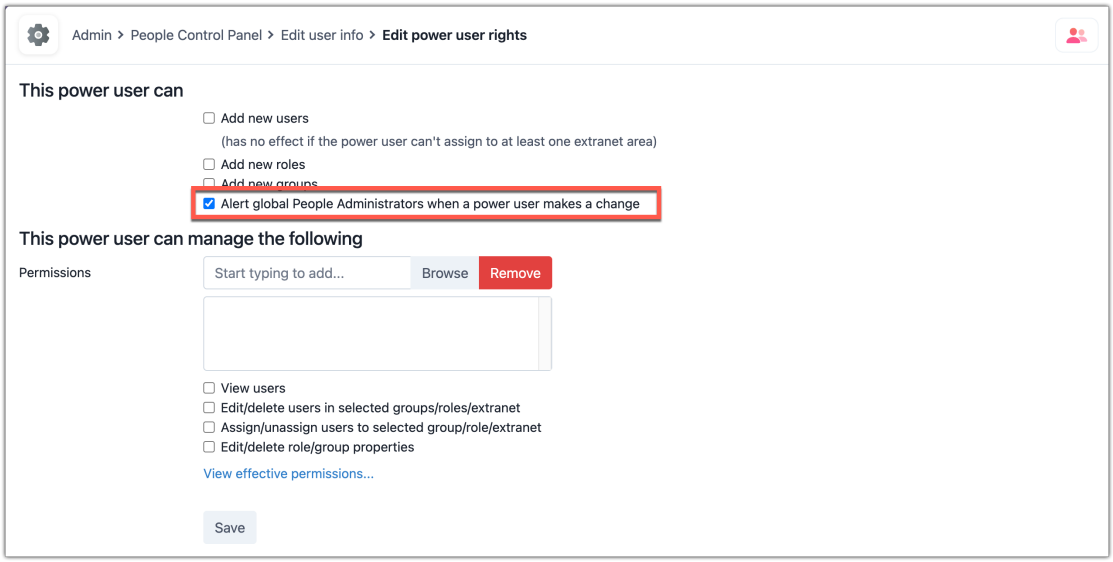
people.users_admin_logger.power_user_activity

This notification will only be active if your site has power users configured.



The option shown below must be enabled per power user for the notification to fire.

If it's on, any time that power user makes a change, all other People administrators will be sent this notification.



Created on 20 January 2026 by Hannah Door
Tags: notifications, people