

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.

A screenshot of the claromentis Admin interface. The top navigation bar includes links for Home, Company, Meet the Team, Department, Dashboards, E-Form Examples, Learning, Projects, and Book a Demo. The top right features a search bar, a date/time indicator (12:29), a gear icon, a bell icon with a notification count of 1, and a logo. The left sidebar has a 'Localisation' section selected, showing options for General, Administrators, License, Date and Time, Background Services, Mail, Configuration, Generative AI, and Labs. The main content area is titled 'Edit notifications' and shows a table for the 'System' section. The table lists language pairs for three categories: System, Announcements, and Digital Assets Manager. The 'System' category includes English, French, Spanish, Polish, and Kurdish. The 'Announcements' category includes English, French, Spanish, Polish, and Kurdish. The 'Digital Assets Manager' category includes English, French, Spanish, Polish, and Kurdish. Each language pair is associated with 'U.S. International' and another language: English with German, French with Dutch, Spanish with Greek, Polish with Hungarian, and Kurdish with Hungarian. The other language in each pair is listed in the 'System' column: German, Dutch, Greek, Hungarian, Russian, Portuguese (Brazil), Czech, Arabic, and Uzbek.

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 set 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.

claromentis

Home Company Meet the Team Department Dashboards E-Form Examples Learning Projects Book a Demo

Admin General Administrators License Date and Time Background Services Localisation Mail Configuration Generative AI Labs INTEGRATIONS Scripts API keys LDAP

Admin > System > Localisation > Edit notifications > System (English)

Edit English Notifications for "System"

Select a template to localise

common.password_policy

Comments new comment common.class.ermis_schedule common.password_recovery common.user_model.profile_outdated courses.course_members courses.courses_course.edit courses.courses_function.edit courses.view_course_include.submit endorsements.user_endorsed forum.edit_msg.reply forum.forum_function.category_users.notification_resp forum.forum_function.reply_users.notification_resp forum.forum_function.thread_users.notification_resp forum.forumadmin.subscribed_forum notification.doc.action_change notification.folder.action_change notification.folder.action_content_add_doc notification.folder.action_content_delete_doc notification.folder.action_delete notification.system.license_limit_reached share.link

common.password_policy

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

Admin > System > Localisation > Edit notifications > System (English) > common.password_policy

Edit Notification

Editing the notification template "common.password_policy"

Language: English

Template subject: {{ system_name }} Your password will expire in {{ days }} days

Template Body:

```

1 <strong>Your password is about to expire</strong><br />
2 You will be required to change your password in {{ days }} days.<br />
3 <br />
4 <a href="{{ details_href }}>Change it now</a>

```

Template preview:

[Claromentis] Your password will expire in 90 days

Your password is about to expire
You will be required to change your password in 90 days.

Change it now

The parameters for this are set in the [password policy](#) area by a People administrator.

Admin > People Control Panel

Staff list

UTILITIES

- Add a new user
- Export users
- Add/update from CSV file

CONFIGURATION

- General configuration
- Configure user profile fields
- Configure Skills

User licences Licence limit Unlimited Active users 53 Remaining users Unlimited

Extranet user limit Unlimited Active extranet users 7 Remaining extranet users Unlimited

If required, more user licenses can be requested on our support portal

Request licences More details

Users Power users Roles Groups Password policy

Default password policy options

Minimum password length: 8

Require strong password

Maximum password age: 180 days

Notify user 7 days before expiration.

Accounts lockout

How many attempts the user is allowed until account is locked: 3

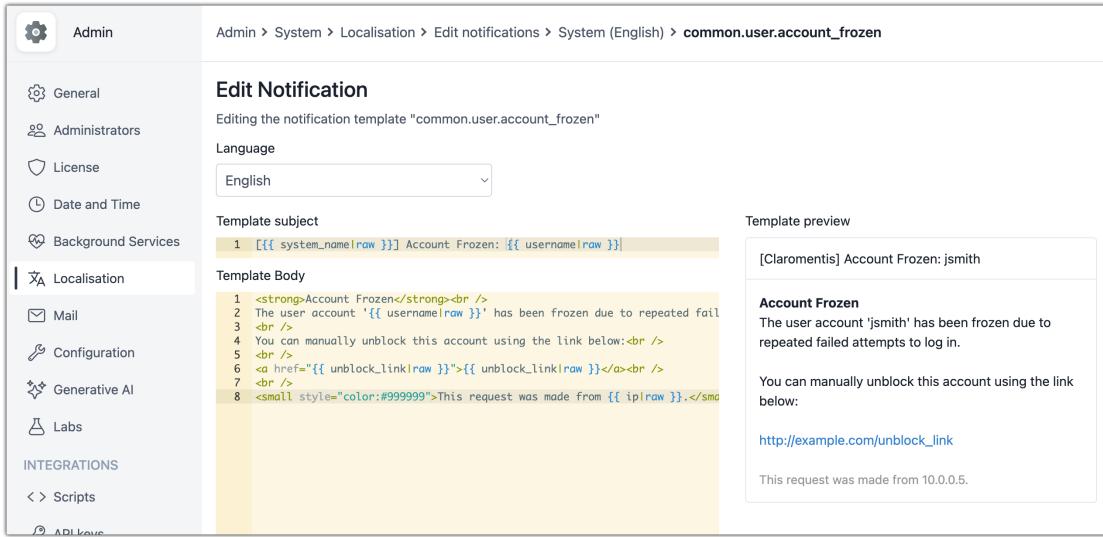
How long they are locked out for (minutes): 5

Send notification to People Administrators when an account is locked out

Save

common.user.account_frozen

This notification will be sent to all People administrators to notify them that a user account has become [frozen/locked](#) due to incorrect credential entry.



The screenshot shows the 'Edit Notification' page for the template 'common.user.account_frozen'. The left sidebar includes sections for Admin, General, Administrators, License, Date and Time, Background Services, Localisation (selected), Mail, Configuration, Generative AI, Labs, INTEGRATIONS, Scripts, and API keys. The main content area has a 'Template subject' section with the subject line: '[{{ system_name|raw }}] Account Frozen: {{ username|raw }}'. Below it is a 'Template Body' section containing the following code:

```
1 <strong>Account Frozen</strong><br />
2 The user account '{{ username|raw }}' has been frozen due to repeated fail
3 <br />
4 You can manually unblock this account using the link below:<br />
5 <br />
6 <a href="{{ unblock_link|raw }}>{{ unblock_link|raw }}</a><br />
7 <br />
8 <small style="color:#999999">This request was made from {{ ip|raw }}.</small>
```

The 'Template preview' on the right shows the rendered email content:

[Claromentis] Account Frozen: jsmith

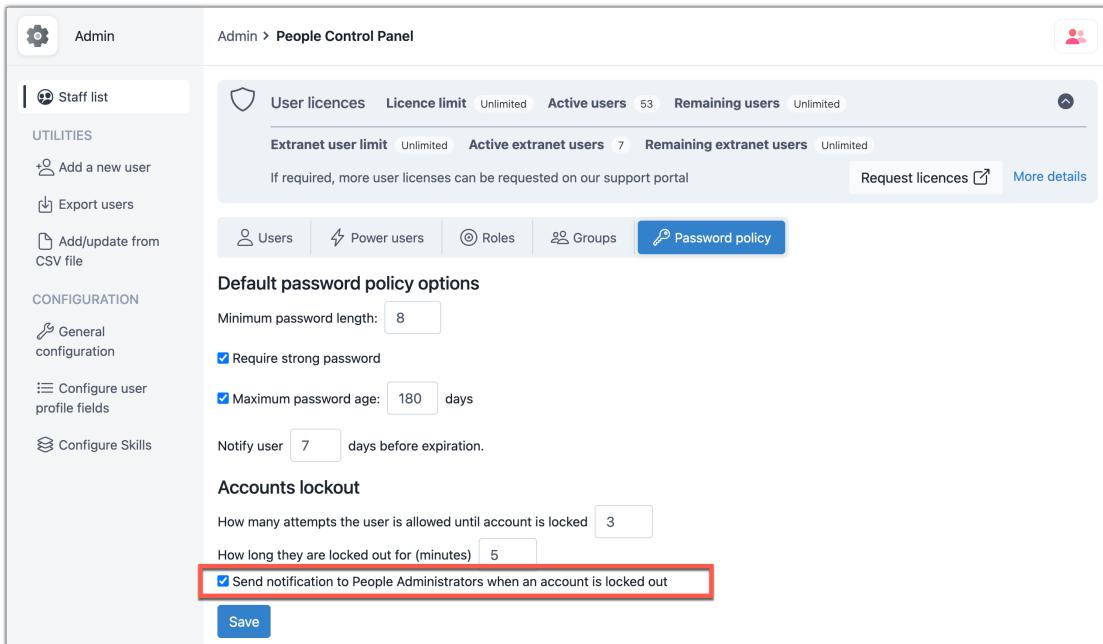
Account Frozen
The user account 'jsmith' has been frozen due to repeated failed attempts to log in.

You can manually unblock this account using the link below:

http://example.com/unblock_link

This request was made from 10.0.0.5.

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



The screenshot shows the 'People Control Panel' with the 'Password policy' tab selected. The left sidebar includes sections for Admin, Staff list, UTILITIES (Add a new user, Export users, Add/update from CSV file), and CONFIGURATION (General configuration, Configure user profile fields, Configure Skills). The main content area shows 'Default password policy options' with the following settings:

- Minimum password length: 8
- Require strong password:
- Maximum password age: 180 days
- Notify user 7 days before expiration.

Accounts lockout

- How many attempts the user is allowed until account is locked: 3
- How long they are locked out for (minutes): 5
- Send notification to People Administrators when an account is locked out

Save

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.

Admin Admin > System > Localisation > Edit notifications > System (English) > **common.password_recovery**

Edit Notification
Editing the notification template "common.password_recovery"

Language: English

Template subject: `1. [{{ system_name|raw }}] Password Reset`

Template Body:

```

1. <strong>You have requested a password reset</strong><br />
2. Please click <a href="{{ recover_url|raw }}>here</a> or copy and paste t
3. <br />
4. {{ recover_url|raw }}<br />
5. <br />
6. <em>Please note: This link will expire in {{ exp_days|raw }} days.</em><br />
7. <br />
8. If you did not request this password reset, please notify your system adm
9. <br />
10. <small style="color:#999999">This request was made from {{ ip_address|raw }}

```

Template preview:

[Claromentis] Password Reset

You have requested a password reset
Please click [here](#) or copy and paste the following link into your browser's address bar to reset it:
http://example.com/recover_href

Please note: This link will expire in 5 days.

If you did not request this password reset, please notify your system administrator immediately.

This request was made from 10.0.0.5.

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.

Admin Admin > System > Localisation > Edit notifications > System (English) > **common.user_model.profile_outdated**

Edit Notification
Editing the notification template "common.user_model.profile_outdated"

Language: English

Template subject: `1. [{{ system_name|raw }}] Your profile is out of date`

Template Body:

```

1. <strong>Profile out of date</strong><br />
2. Your {{ system_name|raw }} profile is out of date, please login and update
3. <br />
4. <a href="{{ details_href|raw }}>Update my profile</a>

```

Template preview:

[Claromentis] Your profile is out of date

Profile out of date
Your Claromentis profile is out of date, please login and update your information.

[Update my profile](#)

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

Head to Admin > People > [General Configuration](#) to set this up:

Metadata field that keeps the date when user's profile was last updated

To notify users when they don't update their profile for a long time, specify user metadata field here. This field will contain the date when profile was updated the last time. Leave empty to not to use this function.

If its needed to display this field on people profile page or make editable in admin area, need to add description of that field in Metadata admin panel.

Key: pick key other than "usr_profile_last_updated" and set \$cfg_profile_last_updated_field = this key

Title: pick title (i.e. "Profile Last Updated")

Type: "datetime"

you can't create metadata field with key "usr_profile_last_updated", it is system metadata

(note that field type must be "datetime")

`last_time_login`

After this period of time user profile become outdated (days)

`365`

After user profile became outdated and has not been updated by user, send notification again every this number of days

`3`

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](#))

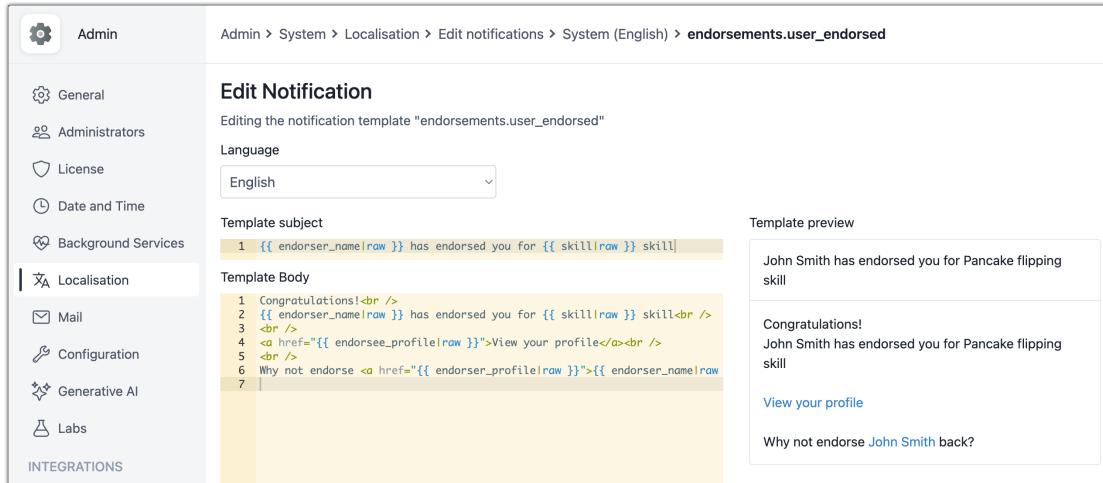
It is also possible to set the frequency to notify the user that their profile is outdated.

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.



The screenshot shows the 'Edit Notification' page for the 'endorsements.user_endorsed' template. The left sidebar shows the 'Localisation' section is selected. The main area shows the template subject and body. The subject is: '1 {{ endorser_name|raw }} has endorsed you for {{ skill|raw }} skill'. The body is: '1 Congratulations!
2 {{ endorser_name|raw }} has endorsed you for {{ skill|raw }} skill
3
4 View your profile
5
6 Why not endorse {{ endorser_name|raw }}?
7 |'.

Template subject
1 {{ endorser_name|raw }} has endorsed you for {{ skill|raw }} skill

Template Body
1 Congratulations!
2 {{ endorser_name|raw }} has endorsed you for {{ skill|raw }} skill
3
4 View your profile
5
6 Why not endorse {{ endorser_name|raw }}?
7 |

Template preview

John Smith has endorsed you for Pancake flipping skill

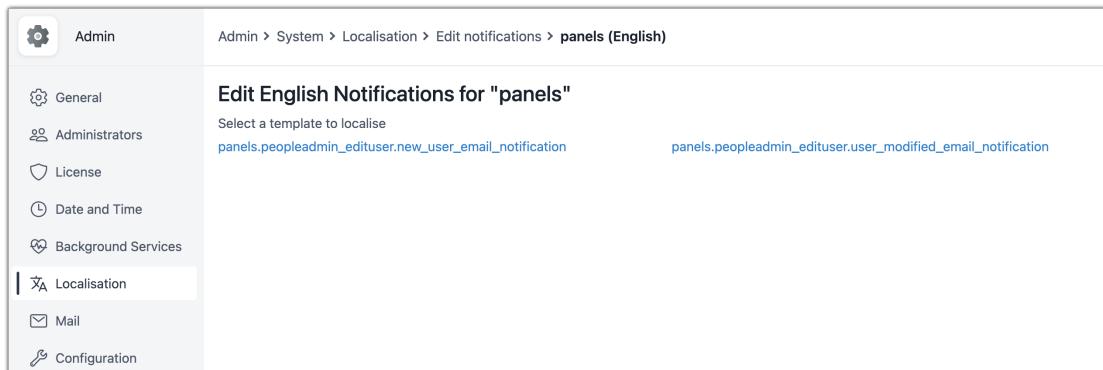
Congratulations!

John Smith has endorsed you for Pancake flipping skill

[View your profile](#)

Why not endorse [John Smith](#) back?

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



The screenshot shows the 'Edit English Notifications for "panels"' page. The left sidebar shows the 'Localisation' section is selected. The main area shows two templates: 'panels.peopleadmin_edituser.new_user_email_notification' and 'panels.peopleadmin_edituser.user_modified_email_notification'.

Edit English Notifications for "panels"

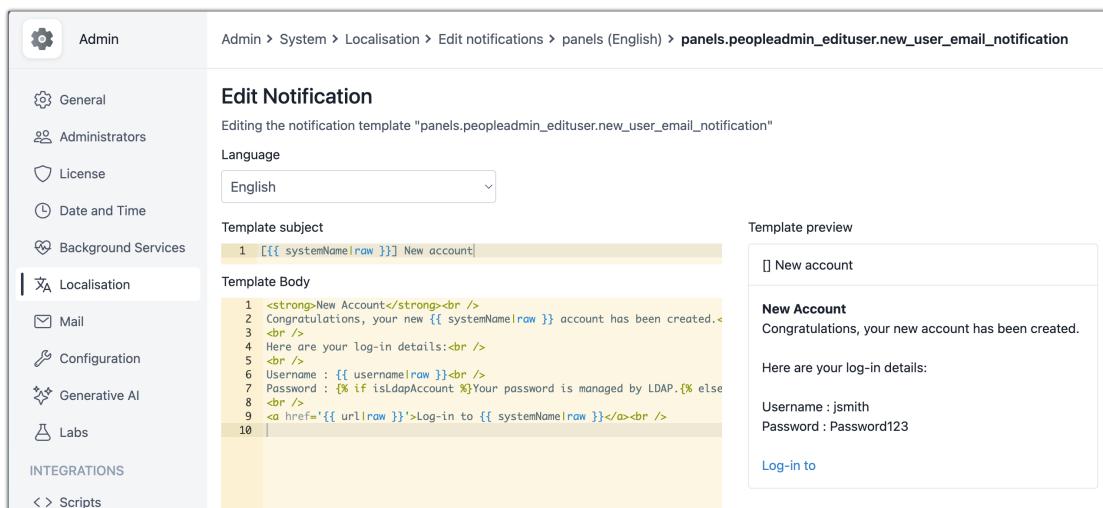
Select a template to localise

panels.peopleadmin_edituser.new_user_email_notification panels.peopleadmin_edituser.user_modified_email_notification

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.



The screenshot shows the 'Edit Notification' page for the 'panels.peopleadmin_edituser.new_user_email_notification' template. The left sidebar shows the 'Localisation' section is selected. The main area shows the template subject and body. The subject is: '1 {{ systemName|raw }} New account'. The body is: '1 New Account
2 Congratulations, your new {{ systemName|raw }} account has been created.
3
4 Here are your log-in details:
5
6 Username : {{ username|raw }}
7 Password : {{ if isLdapAccount then 'Your password is managed by LDAP.' else 'Your password is managed by {{ systemName|raw }}.' }}
8
9 Log-in to {{ systemName|raw }}
10 |'.

Template subject
1 {{ systemName|raw }} New account

Template Body
1 New Account
2 Congratulations, your new {{ systemName|raw }} account has been created.
3
4 Here are your log-in details:
5
6 Username : {{ username|raw }}
7 Password : {{ if isLdapAccount then 'Your password is managed by LDAP.' else 'Your password is managed by {{ systemName|raw }}.' }}
8
9 Log-in to {{ systemName|raw }}
10 |

Template preview

New account

Congratulations, your new account has been created.

Here are your log-in details:

Username : jsmith

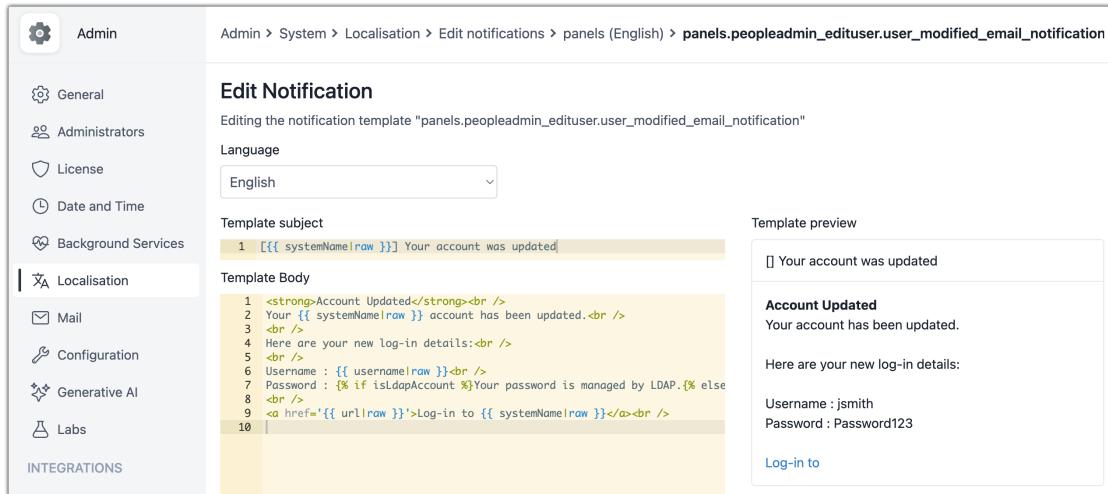
Password : Password123

[Log-in to](#)

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.

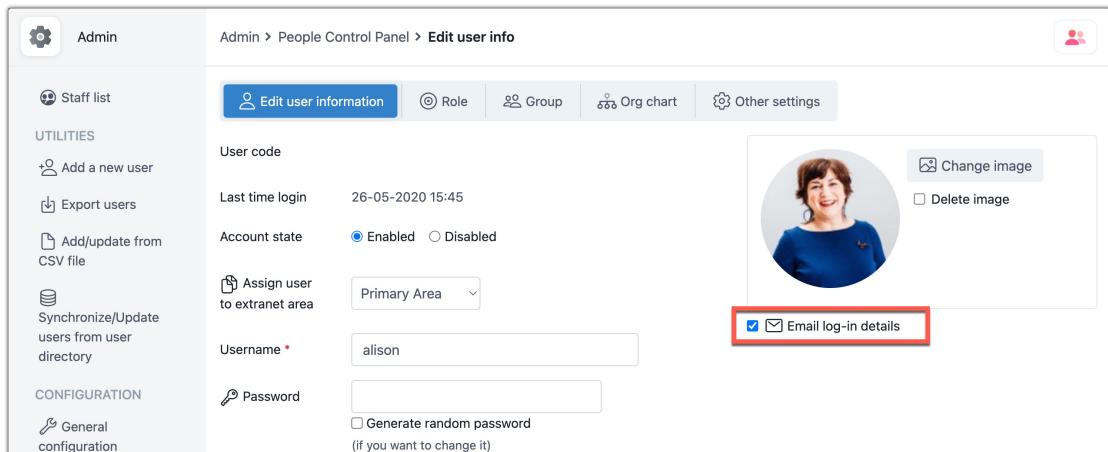
(Usually, this is carried out as the administrator has [reset the password on their behalf](#)).



The screenshot shows the 'Edit Notification' page for the template 'panels.peopleadmin_edituser.user_modified_email_notification'. The left sidebar shows the 'Localisation' section is selected. The main area displays the template subject and body. The template subject is 'Your account was updated'. The template body contains HTML code for account updates, including a link to log in. A preview on the right shows the rendered template with the subject and body content.

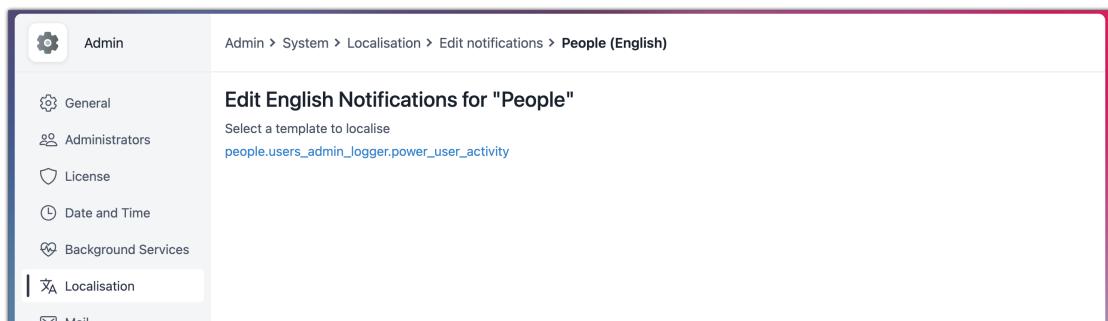
```
1 <strong>Account Updated</strong><br />
2 Your {{ systemName|raw }} account has been updated.<br />
3 <br />
4 Here are your new log-in details:<br />
5 <br />
6 Username : {{ username|raw }}<br />
7 Password : {{ password|raw }}<br />
8 <br />
9 <a href='{{ url|raw }}'>Log-in to {{ systemName|raw }}</a><br />
10 |
```

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



The screenshot shows the 'Edit user info' page for a user named 'alison'. The 'Edit user information' tab is selected. The 'Email log-in details' checkbox is checked and highlighted with a red box. Other fields include 'User code', 'Last time login' (26-05-2020 15:45), 'Account state' (Enabled), 'Assign user to extranet area' (Primary Area), 'Username' (alison), and 'Password' (checkbox for generate random password).

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



The screenshot shows the 'Edit English Notifications for People' page. The 'people.users_admin_logger.power_user_activity' template is selected. The left sidebar shows the 'Localisation' section is selected.

people.users_admin_logger.power_user_activity

This notification will only be active if your site has [power users](#) configured.

Admin

Admin > System > Localisation > Edit notifications > People (English) > **people.users_admin_logger.power_user_activity**

Edit Notification
Editing the notification template "people.users_admin_logger.power_user_activity"

Language: English

Template subject: 1. Power User Activity for {{ name|raw }}

Template Body: 1. **Power User activity for {{ name|raw }}**
 2. {{ details|raw }}

Template preview:

Power User Activity for John Smith
Power User activity for John Smith
Updated a profile

General
Administrators
License
Date and Time
Background Services
Localisation
Mail
Configuration
Generative AI

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.

Admin > People Control Panel > Edit user info > Edit power user rights

This power user can:

- Add new users
(has no effect if the power user can't assign to at least one extranet area)
- Add new roles
- Add new groups
- Alert global People Administrators when a power user makes a change

This power user can manage the following:

Permissions:

Start typing to add...

Save

Created on 20 January 2026 by [Hannah Door](#)

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