## **User Notification Preferences**

This user guide will take you through setting up your notification preferences in the most effective way for you.

The type of notification you receive from the Intranet and its application will depend on what is set in your preferences, so make sure this is appropriate for what you expect e.g. email only, in system only, in system and email

An overall default notification type can be set for every application, or you can set a different type per application.

The following information is outlined in the video above.

### **Notification types**

Claromentis has 2 standard types of notifications it can send:

**1. In-System notification:** These are received to the in system messenger in the Intranet and can be seen by clicking the notification bell icon to expand the messenger...



... or by visiting Applications > Communication > Notifications:

clarome	ntis	Q What are you loo	king for?	5:05 🖙 🏭 💭 🎯
Home Company 🛩 De	partment 🗸 Dashboards 🗸	E-Form Examples 🛩 Learning Projects Book	a Demo	
Communication	Communication > Notifica	tions		•
C Messages	°·	All types	•	Any word ~ Q Reset
A Notifications	Date Received	Subject	Application	From
	19-08-2021 16:39	A new Quiz was added	Quiz, Poll & Survey	Claromentis Administrator
	9-08-2021 15:03	A new Quiz was added	Quiz, Poll & Survey	Claromentis Administrator
	19-08-2021 14:55	A new Quiz was added	Quiz, Poll & Survey	Claromentis Administrator
	28-04-2021 09:39	New comment in discussion: General	Discuss	Alan Metcalfe
	06-01-2021 09:43	New reply in discussion: General	Discuss	Melanie Forsyth
	06-01-2021 09:39	New reply in discussion: General	Discuss	Joanne Thomson
	06-01-2021 09:35	New comment in discussion: General	Discuss	Connor Chapman

2. Email notification: Correspondance will be sent to the email address entered against a user's profile:

Article Edited: 3 Smart Ways to Build a Better Intranet Onboarding Experi	ence Inbox ×		₽	Ľ
han-new-demo - Digital Workplace <noreply@claromentis.com> to me ↓</noreply@claromentis.com>	13:11 (O minutes ago)	☆	÷	:
3 Smart Ways to Build a Better Intranet Onboarding Experience				
When you think about the onboarding experience, you usually associate this with new team members who have made the d typically taken through an employee onboarding program that involves completing paperwork, meeting the team, and getting all part and parcel of the employee experience.	ecision to join your com to grips with their day-l	pany. 1 o-day	'hey're job role	. It's
A news article was edited in the General channel.				
View the news article				
Notification preferences • View all notifications				
Original notification sent by <u>Claromentis Administrator</u> on 21-05-2024 13:11				

*Please note:* Push notifications can be configured but only if the custom mobile app is being used. Clickhere for more information on how to configure push notifications.

# **Configuring Notification Preferences**

It is possible to ensure that all correspondence you will receive is sent to the in system messenger and email or one of these methods.

If you are not receiving notifications that you expect, make sure your preferences are set correctly for notifications to be generated in that format.

#### **Opening the preferences**

Click on the notification bell to bring up the messenger, then click on the cog symbol to access the preferences area:



#### Set the default notification type you want to receive

From here, you can choose the default notification for any of the applications to follow.

So in the image below the user will only receive correspondence from the Intranet as emails and this is set for every application.

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Home Company 🗸 Department 🗸	Dashboards 👻 E-Form Example	es 🗸 Learning Projects	a Book a Demo		
Communication > Notification Preferen	nces				• •
All types ~	All words ~	Q Reset			
Default notification method	□ None □ In-sy	stem 🗹 Email			
Email Frequency	Send Instantly	~			
Auto delete read notifications at	ter 3 months			~	
Application	Preference	Notification method	E-mail options	Auto delete read notifications after	
Admin	Use default ~			Default	~
Audit Manager	Use default ~			Default	~
Badges	Use default ~			Default	~
Blog	Use default ~			Default	~
Calendar	Use default ~			Default	~

This also means this user will never receive an in-system as it is being told not to generate these types for the user.

Choose the appropriate notification type that suits you by checking the boxes, then scroll to the end of the page and click 'save my settings' to apply.

Preferences can be changed at any time from the same area.

#### Set a deletion timeframe for read notification - applies to In System messages only

Choose the timeframe read notifications will be deleted under.

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Home Company 🗸 Department 🗸 Dasi	nboards 🛩 E-Form Examples 🛩 Learning	Projects Book a Demo		
Communication > Notification Preferences				•
All types ~ Default notification method	Never delete 1 week 1 month			
Application	6 months Prefere 1 year	×	Auto delete read notifications a	ifter
Admin	Use default		Default	~
Audit Manager	Use default ~		Default	~
Badges	Use default v		Default	~
Blog	Use default ~		Default	~
Calendar	Use default ~		Default	~
Comments	Use default ~		Default	

### Would you prefer a digest email?

When email is selected the frequency they are sent can be chosen.

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Communication > Notification Preferences	5			0	٢
All types $\checkmark$ Default notification method Email Frequency Auto delete read notifications after	All words V Q Reset	•	v		
Application	Preference Notification me	ethod E-mail options	Auto delete read notifications after		
Admin	Use default ~		Default	~	
Audit Manager	Use default ~		Default	~	
Badges	Use default ~		Default	~	

The most common setting is 'send instantly' however there are less frequent digest style emails to consider as well.

Daily Digest: Notifications will be pooled daily and sent as a digest email.

Weekly Digest: Notifications will be pooled weekly and sent as a digest email.

Monthly Digest: Notifications will be pooled monthly and sent as a digest email.

#### Consider customising your preferences per application

This is completely optional to configure as simply setting a default notification type to be sent for all applications will work, but if you

want granular control can be set up.

Select 'custom' against an application to configure specific options for it.

Repeat this for applications you want to behave differently from the default setting and to suit your needs.

		AL 178 11 11 11		
Application	Preference	Notification method	E-mail options	Auto delete read notifications after
Admin	Custom	🗸 🗌 None 🗌 In-system 🗹 Email	✓ Send Instantly	Default
Audit Manager	Use default		Weekly digest Monthly digest	Default
Badges	Use default			Default
Application	Preference	Notification method	E-mail options	Auto delete read notifications after
Application Blog	Preference	Notification method	E-mail options	Auto delete read notifications after
Application Blog Calendar	Preference Custom Use default	Notification method	E-mail options	Auto delete read notifications after  Default  Never delete  1 week  1 month
Application Blog Calendar Comments	Preference Custom Use default Use default	Notification method	E-mail options	Auto delete read notifications after  Default Never delete 1 week 1 month 3 months 6 months 1 weer

#### Consider the nature of the application

For the example below Project emails are set to be received via email and not be deleted because this user works heavily with this application and needs a record of all correspondence.

In contrast, they have prevented notifications from being sent from the Knowledge base as they are not interested in these.

Other applications they do want to hear from have been set to the default, which is in system.

mocapeare	OSC actualt	Scraat
Knowledge Base	Custom v Vone In-system Email	Default
Learning	Use default v	Default
News	Use default ~	Default
People	Use default v	Default
Policy Manager	Use default v	Default
Projects	Custom V None In-system Z Email Send Instantly	Never delete ~
Quiz, Poll & Survey	Use default v	Default ~

It is useful to set things up how you would like them early on to ensure nothing important is missed and you're not frequently bothered by generic notifications.

Change your notification preferences at any time following the steps above.

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