

Notification Emails Technical Guide

PolicyHub All Versions

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Chapter 1: Notification Emails

Overview

Introduction

This document details all of the standard email templates that are currently used within the PolicyHub application.

All email templates are **html** based and therefore embedded examples have been included for each template in both html and text formats to aid customers in determining how they would like to customise each email.

Smart tags are used within the templates and a full list of these is available in the Appendix, see [Smart Tags](#) (page A-1). Smart tags are contained between these characters `<%...%>`.

Email Templates

Smart Tags

Emails that are issued in PolicyHub are based on templates that can be modified to suit the individual requirements of each customer.

The email templates contain smart tags that use this format:

<%INBOX_URL%>

When the email is sent the smart tag is replaced with the relevant information. An entire template will look like this:

Welcome to PolicyHub.

As a new user to PolicyHub, you have been given a temporary password.

- Your username is : **<%USERNAME%>**
- Your temporary password is : **<%PASSWORD%>**

You will need to log in to your PolicyHub Inbox to change your password.

You can access your PolicyHub Inbox at **<%INBOX_URL%>**

The email that is received by a User will look like this:



Welcome to PolicyHub.

As a new user to PolicyHub, you have been given a temporary password.

- Your username is : **Student**
- Your temporary password is : **hPzxTZUc**

You will need to log in to your PolicyHub Inbox to change your password.

You can access your PolicyHub Inbox at <http://localhost/PolicyHub/>

Document Issue Notification Email

Email ID 11

This email is generated when a new Publication is sent. It provides the recipients <%USER%> with:

<%DATE%> Date Sent
<%DIST_REQUEST_NAME%> Publication Name
<%INBOX_URL%> The URL link that opens the PolicyHub Inbox.

New PolicyHub Document(s) Available

User: <%USER%>

Date: <%DATE%>

A new PolicyHub Compliance Request entitled <%DIST_REQUEST_NAME%> has been issued to you.

Please access your PolicyHub User Inbox at <%INBOX_URL%> in order to read any documents and/or take any required tests.

<%ISSUER_MESSAGE%>

<%EMAIL_ADDITIONAL_TEXT%>



Mon 30/03/2020 13:16

policyhubreport@training.not

New PolicyHub Document(s) Available

To Student@training.not

User: **Student**
Date: **30 March 2020**



A new PolicyHub Compliance Request entitled **Annual Leave Policy** has been issued to you.

Please access your PolicyHub User Inbox at <http://localhost/PolicyHub/> in order to read any documents and/or take any required tests.

Please read the newest policy version

Please read before the end of the week

Document Issue Notification Email (cont.)

Email ID11 (cont.)

The **Issuer Message** <%ISSUER_MESSAGE%> is optional and configured in the **Message** field in the **Publication**.

Message

Please read the newest policy version

The **Email Additional Text** <%EMAIL_ADDITIONAL_TEXT%> is optional also and configured in the **Rule**.

Rule settings

Name

Description

Send notification message

Add text to the notification message

Send direct to user library

Enable login intercept

Enable standard rule settings

Items should be completed within

Notify publisher on failure

Send reminder messages

Reminder

Error Email

Email ID 12

This email is generated when there has been an error sending a Publication to a User.

Error Processing Request
User: <%USER%>
Date: <%DATE%>

There has been an error processing while distributing document(s) to user <%USER%> - the publication which has failed is entitled <%DIST_REQUEST_NAME%> - this item will be marked as "In Error"

 Tue 14/04/2020 16:13
policyhubreport@training.not
Error Processing Request
To student@training.not

User: **Student**
Date: **14 April 2020**



There has been an error processing while distributing document(s) to user Student - the publication which has failed is entitled Annual Leave Policy - this item will be marked as "In Error" .

The smart tag <%DIST_REQUEST_NAME%> is the name of the **Publication**.

| Publication details | |
|---------------------|---|
| Name | Annual Leave Policy |
| Source | HR Manager |
| Description | Annual Leave Policy |
| Conversion format | Convert to PDF <input type="button" value="v"/> |

The email is sent to the Publisher identified within the Publication in the **Contact** field.

| | |
|--------------|----------------------|
| Contact | Student@training.not |
| On behalf of | Mitratech |
| Message | Message |

Document Read Timeout Notification Email

Email ID 13

This email is generated optionally when a recipient has not completed the compliance request within the allotted time.

Document(s) not read within required time period

User: <%USER%>

Date: <%DATE%>

One or more documents within the publication named
<%DIST_REQUEST_NAME%> were not read within the required time period.

<%USER%> has not complied with the compliance request.



Fri 17/04/2020 16:38

policyhubreport@training.not

Document(s) not read within required time period

To Student@training.not

User: **Harry**
Date: **17 April 2020**



One or more documents within the publication named Equal Opportunities Policy Feedback Request were not read within the required time period.

Harry has not complied with the compliance request.

Document Read Timeout Notification Email (cont.)

Email ID 13 (cont.)

The email is configured with the **Rule** settings and is sent to the Publisher to notify them directly of non-compliance.

Rule settings

Name

Description

Send notification message

Add text to the notification message

Send direct to user library

Enable login intercept

Enable standard rule settings

Items should be

completed within

Notify publisher on failure

Send reminder messages

Reminder

frequency

Add text to all reminder messages

Document Read Reminder Email

Email ID 14

This email is generated optionally when a recipient has not complied with a Publication, however the Publication is still active.

Document(s) required to be read immediately

User: <%USER%>

Date: <%DATE%>

The document(s) within the publication named <%DIST_REQUEST_NAME%> have not been read so far.

The document(s) must now be read - please access your inbox at <%INBOX_URL%> in order to read the document(s) immediately.

<%EMAIL_ADDITIONAL_TEXT%>



Thu 16/04/2020 14:00

policyhubreport@training.not

Document(s) required to be read immediately

To Student@training.not

User: **Student**
Date: **16 April 2020**



The document(s) within the publication named Data Protection Policy Feedback Request have not been read so far.

The document(s) must now be read - please access your inbox at <http://localhost/PolicyHub/> in order to read the document(s) immediately.

Please read and review before the end of the week

Document Read Reminder Email (cont.)

Email ID 14 (cont.)

The email is configured through the **Rules** settings. The **Email Additional Text** <%EMAIL_ADDITIONAL_TEXT%> is configured in the **Add text to all reminder messages** field.

Rule settings

Name

Description

Send notification message

Add text to the notification message

Send direct to user library

Enable login intercept

Enable standard rule settings

Items should be completed within

Notify publisher on failure

Send reminder messages

Reminder frequency

Add text to all reminder messages

Test Failed/Timeout Notification Email

Email ID 15

This email is generated when a recipient of a Test Publication has not completed the Test successfully.

Test Document Failure

User: <%USER%>

Date: <%DATE%>

The test entitled <%TEST_NAME%> was either: 1. Submitted with a pass mark below the minimum - you have failed the test. 2. Not submitted within the required time period.

The test is contained within the publication entitled <%DIST_REQUEST_NAME%> and cannot be re-taken. <%USER%> has failed to comply with the compliance request.

<%EMAIL_ADDITIONAL_TEXT%>



Thu 16/04/2020 11:50

policyhubreport@training.not

Test Document Failure

To Student@training.not

User: **Oliver**
Date: **16 April 2020**



The test entitled Expenses Policy Test was either: 1. Submitted with a pass mark below the minimum - you have failed the test. 2. Not submitted within the required time period.

The test is contained within the publication entitled Expenses Policy Test and cannot be re-taken. Oliver has failed to comply with the compliance request.

Test Failed/Timeout Notification Email (cont.)

Email ID 15
(cont.)

The email is configured within the **Rule** settings and is sent to the **Publisher** of the test.

Rule settings

Name

Description

Send notification message

Add text to the notification message

Send direct to user library

Enable login intercept

Enable standard rule settings

Enable test specific rule settings

Test should be taken within

Maximum test retries allowed

On failure of test notify publisher

Test Retry Notification Email

Email ID 16

This email is generated when a recipient has failed an attempt at the test but has additional retries available.

Test Document Requires Attention

User: <%USER%>

Date: <%DATE%>

The test entitled <%TEST_NAME%> was Submitted with a pass mark below the minimum - you have failed the test.

The test is contained within the distribution request entitled <%DIST_REQUEST_NAME%>.

Please access your PolicyHub User Inbox at <%INBOX_URL%> in order to re-submit the test.

<%EMAIL_ADDITIONAL_TEXT%>



Thu 16/04/2020 11:29

policyhubreport@training.not

Test Document Requires Attention

To: Oliver@training.not

User: **Oliver**
Date: **16 April 2020**



The test entitled **Expenses Policy Test** was Submitted with a pass mark below the minimum - you have failed the test.

The test is contained within the distribution request entitled **Expenses Policy Test**.

Please access your PolicyHub User Inbox at <http://localhost/PolicyHub/> in order to re-submit the test.

Please attempt the test again

Test Retry Notification Email (cont.)

Email ID 16 (cont.)

The number of **Test Retries** is configured through the **Rules** settings. The `<%EMAIL_ADDITIONAL_TEXT%>` smart tag is populated by the text in the **Add text to the retry test message** field.

Rule settings

Name

Description

Send notification message

Add text to the notification message

Send direct to user library

Enable login intercept

Enable standard rule settings

Enable test specific rule settings

Test should be taken within

Maximum test retries allowed

On failure of test notify publisher

Send reminder messages

Reminder frequency

Add text to all reminder messages

Send notifications for test retries

Add text to the retry test message

Test Submit Reminder Email

Email ID 17

This email is generated to remind the recipient that they have not yet completed a test.

Test Document Requires Attention

User: <%USER%>

Date: <%DATE%>

The test entitled <%TEST_NAME%> has not been submitted so far.

The test is contained within the publication entitled
<%DIST_REQUEST_NAME%>.

Please access your PolicyHub User Inbox at <%INBOX_URL%> in order to submit the required test.

<%EMAIL_ADDITIONAL_TEXT%>



Thu 16/04/2020 12:03

policyhubreport@training.not

Test Document Requires Attention

To oliver@training.not

User: **Oliver**
Date: **16 April 2020**



The test entitled **Expenses Policy Test** has not been submitted so far.

The test is contained within the distribution request entitled **Expenses Policy Test**.

Please access your PolicyHub User Inbox at <http://localhost/PolicyHub/> in order to re-submit the test.

Please remember to submit this test before the end of the week

Test Submit Reminder Email (cont.)

Email ID 17 (cont.)

The **Reminder Frequency** is configured through the **Rules** settings. The `<%EMAIL_ADDITIONAL_TEXT%>` smart tag is populated by the text in the **Add text to all reminder messages** field.

Rule settings

Name

Description

Send notification message

Add text to the notification message

Send direct to user library

Enable login intercept

Enable standard rule settings

Enable test specific rule settings

Test should be taken within

Maximum test retries allowed

On failure of test notify publisher

Send reminder messages

Reminder frequency

Add text to all reminder messages

Send notifications for test retries

Add text to the retry test message

Enable publication error notifications

Document Reissue Notification Email

Email ID 18

This email is generated when the publisher has selected to reissue a publication to a recipient that was previously non-compliant with the original publication.

PolicyHub Document(s) Reissued
User: <%USER%>
Date: <%DATE%>
An old PolicyHub Compliance Publication entitled <%DIST_REQUEST_NAME%> has been reissued to you.
Please access your PolicyHub User Inbox at <%INBOX_URL%> in order to read any documents not read and/or take any required tests failed during last time the request was issued.
<%ISSUER_MESSAGE%>



Fri 17/04/2020 13:49

policyhubreport@training.not

PolicyHub Document(s) Reissued

To Student@training.not

User: **Student**
Date: **17 April 2020**



An old PolicyHub Compliance Publication entitled **Expenses Policy 2020** has been reissued to you.

Please access your PolicyHub User Inbox at <http://localhost/PolicyHub/> in order to read any documents not read and/or take any required tests failed during last time the request was issued.

Please take the test

The <%ISSUER_MESSAGE%> smart tag is populated in the **Message** field of the **Publication**.

Contact

Student@training.not

On behalf of

Student

Message

Please take the test

Document Review Accepted Without Comments

Email ID 19

This email is generated optionally when the recipient of a **Review Request** publication has chosen to accept the document without any changes or comments.

User accepted review document

User: <%USER%>

Date: <%DATE%>

Document Name: <%DOCUMENT_NAME%>

Document Revision Description: <%DOCUMENT_REVISION_DESCRIPTION%>

Document Path: <%FOLDER_NAME%>

Publication: <%PUBLICATION_NAME%>

<%USER%> accepted the document entitled <%DOCUMENT_NAME%> without any changes.



Wed 15/04/2020 15:27

policyhubreport@training.not

User accepted review document

To student@training.not

User: **Harry**

Date: **15 April 2020**

Document Name: **Data Protection Policy**

Document Revision Description: **2011 Data Protection Policy**

Document Path: **Documents\IT**

Publication: **Data Protection Policy Review Request**



Harry accepted the document entitled **Data Protection Policy** without any changes.

This email is configured within the Publication and sent to the Publisher if they select to receive status updates.

| Feedback request details | | | |
|---|---|---|--|
| Name | Data Protection Policy Feedback Request | Contact | Student@training.not |
| Source | IT Manager | On behalf of | Mitratech |
| Description | 2011 Data Protection Policy | Message | Please read the document and provide any feedback for the annual policy review |
| <input type="checkbox"/> Send on specific date | | <input checked="" type="checkbox"/> Send status updates to this address | |
| <input type="checkbox"/> Use contact as 'From' address for emails | | | |

Document Review Accepted With Comments

Email ID 20

This email is generated optionally when the recipient of a **Review Request** Publication has chosen to accept the document without any changes, however they chose to provide comments.

User submitted comments for review document

User: <%USER%>

Date: <%DATE%>

Document Name: <%DOCUMENT_NAME%>

Document Revision Description: <%DOCUMENT_REVISION_DESCRIPTION%>

Document Path: <%FOLDER_NAME%>

Publication: <%PUBLICATION_NAME%>

<%USER%> accepted the document entitled <%DOCUMENT_NAME%> with the following comments:

<%REVIEW_COMMENTS%>

This email is configured within the Publication and sent to the Publisher if they select the option to receive status updates.



Wed 15/04/2020 15:56

policyhubreport@training.not

User submitted comments for review document

To student@training.not

User: **Mike**

Date: **15 April 2020**

Document Name: **Data Protection Policy**

Document Revision Description: **2011 Data Protection Policy**

Document Path: **Documents\IT**

Publication: **Data Protection Policy Review Request**



Mike accepted the document entitled **Data Protection Policy** with the following comments:

Please change to the new template

The <%REVIEW_COMMENTS%> smart tag is populated when the reviewer submits a comment after reviewing the document.

Comments ✕

Please change to the new template

Submit **Cancel**

Changes Submitted for Document Review


Email ID 21

This email is generated optionally when the recipient of a **Review Request** publication has chosen to make changes to the document.

User submitted changes to review document
User: <%USER%>
Date: <%DATE%>
Document Name: <%DOCUMENT_NAME%>
Document Revision Description: <%DOCUMENT_REVISION_DESCRIPTION%>
Document Path: <%FOLDER_NAME%>
Publication: <%PUBLICATION_NAME%>

<%USER%> submitted changes to the document entitled <%DOCUMENT_NAME%>. The user made the following comments:
<%REVIEW_COMMENTS%>

This email is configured within the Publication and sent to the Publisher if they select to receive status updates.

 Fri 17/04/2020 14:13
policyhubreport@training.not
User submitted changes to review document
To student@training.not

User: **Mick**
Date: **16 April 2020**
Document Name: **Data Protection Policy**
Document Revision Description: **2011 Data Protection Policy**
Document Path: **Documents\IT**
Publication: **Data Protection Policy Review Request**



Mick submitted changes to the document entitled **Data Protection Policy**. The user made the following comments:

Please add the issuing department to the header

The <%REVIEW_COMMENTS%> smart tag is populated when the reviewer submits a comment after reviewing the document.

Comments ✕

Please add the issuing department to the header

Submit **Cancel**

New User Password Email

Email ID 22

This email is generated optionally whenever a new user is added to a PolicyHub system that has either been configured to use **Forms Authentication** (requiring a system generated username & password) or using **SAML Single Sign-on** on the **PolicyHub Hosted Platform**.

Where Single Sign-on is implemented, the clients have the choice of either stopping these emails from being generated altogether or, as in many cases, removing the username and password section and configuring the email purely as a new user welcome message.

Welcome to PolicyHub.

As a new user to PolicyHub, you have been given a temporary password.

- Your username is : <%USERNAME%>
- Your temporary password is : <%PASSWORD%>

You will need to log in to your PolicyHub Inbox to change your password.
You can access your PolicyHub Inbox at <%INBOX_URL%>



Welcome to PolicyHub.

As a new user to PolicyHub, you have been given a temporary password.

- Your username is : **Student**
- Your temporary password is : **hPzxTZUc**

You will need to log in to your PolicyHub Inbox to change your password.

You can access your PolicyHub Inbox at <http://localhost/PolicyHub/>

New Temporary Password Email

Email ID 23

This email is generated when a User has been issued a new temporary password.

New PolicyHub Password.

You have been issued a new temporary password for PolicyHub.

- Your username is : <%USERNAME%>
- Your temporary password is : <%PASSWORD%>

You will need to log in to your PolicyHub Inbox to change your password.

You can access your PolicyHub Inbox at <%INBOX_URL%>

This email is sent when the User clicks the **Forgotten your password?** link on the Login page. A temporary password is generated for the User to log in and create their new password.



Log in

Username or Email Address

Password

[Forgotten your password?](#)

Document Library Notification Email

Email ID 24

This email is generated when a new document is published directly to the User Library with a Rule to send a notification message.

New PolicyHub Document(s) Available

User: <%USER%>

Date: <%DATE%>

New documents have been published to your PolicyHub Document Library.

The following documents are now available for you to read:

- {0} located in "{1}"

You can view these documents using the link above or by opening your document library using the following URL:

<%INBOX_LIBRARY_URL%>

<%EMAIL_ADDITIONAL_TEXT%>



Tue 14/04/2020 15:16

policyhubreport@training.not

New PolicyHub Document(s) Available

To Student@training.not

User: **Student**
Date: **14 April 2020**



New documents have been published to your PolicyHub Document Library.

The following documents are now available for you to read:

- [Data Protection Policy](#) located in 'Documents\IT'

You can view these documents using the link above or by opening your document library using the following URL:

<http://localhost/PolicyHub/?View=MyLibrary>

An existing policy has been sent directly to your library

Document Library Notification Email (cont.)

Email ID 24 (cont.)

The smart tag {0} is the **Document Name**. The smart tag {1} is the location of the document in the **Document Library**.

<%INBOX_LIBRARY_URL%> is the URL of the **User Library**.

<%EMAIL_ADDITIONAL_TEXT%> is the text that is configured in the Rule when the Add text to the notification Message field is used.

Rule settings

Name

Description

Send notification message

Add text to the notification message

Send direct to user library

Subscription Notification Email

Email ID 25

This email is generated when a Subscription notification has been configured.

Subscription Notification Email

<%EMAIL_ADDITIONAL_TEXT%>

<%EXPORT_LIMT_REACHED%>

<%REPORT_URL%>

Please click on the link below to view the report

<%REPORT_URL%>

<%REPORT_ATTACHMENT%>

Please open the attachment to view the report

Please open the attachment or click the link below to view the report

<%REPORT_URL%>



Mon 20/04/2020 10:56

policyhubreport@training.not

Current Annual Leave Policy Status

To Student@training.not

Message

User Action.pdf (107 KB)

Please review the compliance status of your team

[Annual Leave Policy Compliance Progress](#)

Process Notification Template Initial

Email ID 26

This email is generated when a new **Review Request** is sent to a document reviewer in a Workflow.

New PolicyHub Review

User: <%USER%>

Date: <%DATE%>

A new review request entitled **[[PROCESS_NAME]]** has been sent to you.

Please access your PolicyHub User Inbox at **[[INBOX_URL]]** in order to review any documents within this request.

[[EMAIL_ADDITIONAL_TEXT]]



Fri 17/04/2020 14:55

policyhubreport@training.not

New PolicyHub Review

To Steve@training.not

User: **Steve**
Date: **'17/04/2020'**



A new review request entitled **Policy Review** has been sent to you.

Please access your PolicyHub User Inbox at <http://localhost/PolicyHub/> in order to review any documents within this request.

Please review the edits and feedback

Process Notification Template Owner Initial

Email ID 27

This email is generated when a document has moved into a specific state in a Workflow.

PolicyHub Review Action Performed

User: <%USER%>

Date: <%DATE%>

The review request entitled **[[PROCESS_NAME]]** has moved to the "[[PROCESS_CURRENT_STATE]]" state.

You can manage this request in the Workflows section of the PolicyHub Administration website at [\[\[ADMIN_URL\]\]]([[ADMIN_URL]]) .

[[EMAIL_ADDITIONAL_TEXT]]

Process Notification Template Reminder

Email ID 28

This email is generated to remind the recipient that they have not yet completed a step in a Workflow.

PolicyHub Review Reminder
User: <%USER%>
Date: <%DATE%>

The review request entitled **[[PROCESS_NAME]]** has not yet been completed.

Please access your PolicyHub User Inbox at **[[INBOX_URL]]** in order to review any documents within this request.

[[EMAIL_ADDITIONAL_TEXT]]



Mon 20/04/2020 10:06

policyhubreport@training.not

PolicyHub Review Reminder

To Helen@training.not

User: **Helen**
Date: '20/04/2020'



The review request entitled **Policy Review** has not yet been completed.

Please access your PolicyHub User Inbox at <http://localhost/PolicyHub/> in order to review any documents within this request.

Please remember to send your feedback

Process Notification Template Overrun

Email ID 29

This email is generated when a document in a Workflow has exceeded duration specified in a step.

PolicyHub Review Overrun

User: <%USER%>

Date: <%DATE%>

The review request entitled **[[PROCESS_NAME]]** has overrun. This request is currently in the "[[PROCESS_CURRENT_STATE]]" state.

You can manage this request in the Workflows section of the PolicyHub Administration website at [\[\[ADMIN_URL\]\]]([[ADMIN_URL]])

[[EMAIL_ADDITIONAL_TEXT]]

Feedback Request Accepted without Comments

Email ID 30

This email is generated optionally when the recipient of a **Feedback Request** publication has chosen to accept the document without any changes or comments.

User accepted feedback request

User: <%USER%>

Date: <%DATE%>

Document Name: <%DOCUMENT_NAME%>

Document Revision Description: <%DOCUMENT_REVISION_DESCRIPTION%>

Document Path: <%FOLDER_NAME%>

Publication: <%PUBLICATION_NAME%>

<%USER%> accepted the document entitled <%DOCUMENT_NAME%> without any changes.

This email is configured within the Publication and sent to the Publisher if they select to receive status updates.



Wed 15/04/2020 15:12

policyhubreport@training.not

User accepted feedback request

To Student@training.not

User: **Harry**

Date: **15 April 2020**

Document Name: **Data Protection Policy**

Document Revision Description: **2011 Data Protection Policy**

Document Path: **Documents\IT**

Publication: **Data Protection Policy Feedback Request**



Harry accepted the document entitled **Data Protection Policy** without any changes.

Feedback Request Accepted with Comments

Email ID 31

This email is generated optionally when the recipient of a **Feedback Request** Publication has chosen to accept the document without any changes, however they chose to provide comments.

User submitted comments for feedback request

User: <%USER%>

Date: <%DATE%>

Document Name: <%DOCUMENT_NAME%>

Document Revision Description: <%DOCUMENT_REVISION_DESCRIPTION%>

Document Path: <%FOLDER_NAME%>

Publication: <%PUBLICATION_NAME%>

<%USER%> accepted the document entitled <%DOCUMENT_NAME%> with the following comments:

<%REVIEW_COMMENTS%>

This email is configured within the Publication and sent to the Publisher if they select to receive status updates.



Wed 15/04/2020 15:48

policyhubreport@training.not

User submitted comments for feedback request

To Student@training.not

User: **Mike**
Date: **15 April 2020**
Document Name: **Data Protection Policy**
Document Revision Description: **2011 Data Protection Policy**
Document Path: **Documents\IT**
Publication: **Data Protection Policy Feedback Request**



Mike accepted the document entitled **Data Protection Policy** with the following comments:

Please change to the new template

Changes Submitted for Feedback Request

Email ID 32

This email is generated optionally when the recipient of a **Feedback Request** publication has chosen to make changes to the document..

User submitted changes to feedback request

User: <%USER%>

Date: <%DATE%>

Document Name: <%DOCUMENT_NAME%>

Document Revision Description: <%DOCUMENT_REVISION_DESCRIPTION%>

Document Path: <%FOLDER_NAME%>

Publication: <%PUBLICATION_NAME%>

<%USER%> submitted changes to the document entitled <%DOCUMENT_NAME%>. The user made the following comments:

<%REVIEW_COMMENTS%>



Mon 20/04/2020 11:46

policyhubreport@training.not

User submitted changes to feedback request

To student@training.not

User: **Mick**

Date: **16 April 2020**

Document Name: **Data Protection Policy**

Document Revision Description: **2011 Data Protection Policy**

Document Path: **Documents\IT**

Publication: **Data Protection Policy Feedback Request**



Mick submitted changes to the document entitled **Data Protection Policy** with the following comments:

Please add the issuing department to the header

Manager Escalation Email

Email ID 33

Compliance notification emails are sent to line managers to advise if their employees are non-compliant with a Publication Rule. Some customers may wish to modify the information displayed in the notification email.

Manager Escalation Email

One or more of the people that report to you have policies that need to be read. The table below shows information on these policies, including the dates that they are due.

```
<%TABLE_START%>
<%COLUMN_START%><%DATA_START%><%PUBLICATION_NAME><%DATA_END%><%HEADER_START%>Publication<%HEADER_END%><%COLUMN_END%>
<%COLUMN_START%><%DATA_START%><%PUBLICATION_EXPIRY_DATE><%DATA_END%><%HEADER_START%>Status<%HEADER_END%><%COLUMN_END%>
<%COLUMN_START%><%DATA_START%><%DOCUMENT_REVISION_NAME><%DATA_END%><%HEADER_START%>Policy<%HEADER_END%><%COLUMN_END%>
<%COLUMN_START%><%DATA_START%><%DOCUMENT_REVISION_VERSION><%DATA_END%><%HEADER_START%>Version<%HEADER_END%><%COLUMN_END%>
<%COLUMN_START%><%DATA_START%><%USER><%DATA_END%><%HEADER_START%>Employee<%HEADER_END%><%COLUMN_END%>
<%COLUMN_START%><%DATA_START%><%USER_EMAIL_ADDRESS><%DATA_END%><%HEADER_START%>Email<%HEADER_END%><%COLUMN_END%> <%TABLE_END%>
```



Tue 21/04/2020 13:30

policyhubreport@training.not

PolicyHub Compliance Summary

To Mike@training.not

One or more of the people that report to you have policies that need to be read. The table below shows information on these policies, including the dates that they are due.

| Publication | Status | Policy | Version | Employee | Email |
|------------------------|------------------------------------|-----------------------------|---------|----------|--|
| Data Protection Policy | Due on April 21 st 2020 | 2011 Data Protection Policy | 1.00 | Stevie | Stevie@training.not |
| | | | | Steve | Steve@training.not |
| | | | | Owen | Owen@training.not |
| | | | | Oliver | Oliver@training.not |

<%PUBLICATION_NAME>

Publication name

<%PUBLICATION_EXPIRY_DATE>

Expiry date of the associated publication

<%DOCUMENT_REVISION_NAME>

Expiry

<%DOCUMENT_REVISION_VERSION>

Revision version number

<%USER>

Display name of user who received the publication

<%USER_EMAIL_ADDRESS>

email of the person who received the publication

Publication Error Email

Email ID 34

This email is generated when a publication error has occurred.

Publication Error

Date: <%DATE%>

Publication Name: <%PUBLICATION_NAME%>

Publication Creation Date: <%PUBLICATION_CREATED_DATE%>

Publication Contact: <%PUBLICATION_CONTACT%>

Publication On Behalf Of: <%PUBLICATION_ON_BEHALF_OF%>

There has been an error processing publication "<%PUBLICATION_NAME%>" - this item will be marked as "In Error".



Wed 22/04/2020 11:04

policyhubreport@training.not

Publication Error

To student@training.not

Date: **16 April 2020**
Publication Name: **Data Protection Policy**
Publication Creation Date: **16 April 2020**
Publication Contact: Student@training.not
Publication On Behalf Of: **Mitratech**



There has been an error processing publication "Data Protection Policy" - this item will be marked as "In Error".

Appendix A: Smart Tags

Overview

Introduction

This chapter contains a list of the most commonly used Smart Tags in PolicyHub email notifications.

Table 1

| Tag Name | Description |
|-----------------------------------|---|
| %USER%> | Recipients name |
| <%DATE%> | Publication date |
| <%INBOX_URL%> | URL link to the PolicyHub Inbox |
| <%DOCUMENT_NAME%> | Document included in the Review Publication |
| <%DOCUMENT_REVISION_DESCRIPTION%> | Revision description for the document included in the Review Publication |
| <%PUBLICATION_NAME%> | Title of the publication sent to the recipient |
| <%DIST_REQUEST_NAME%> | Title of the publication sent to the recipient |
| <%ISSUER_MESSAGE%> | Message text configured in the publication settings |
| <%EMAIL_ADDITIONAL_TEXT%> | Message text configured in the rule settings |
| <%TEST_NAME%> | Title of the Test as configured in the publication settings |
| <%FOLDER_NAME%> | Name of the folder where the publication resides in the PolicyHub Library |
| <%REVIEW_COMMENTS%> | Comments left by the recipients of a Review Request publication |
| <%USERNAME%> | PolicyHub Username |
| <%PASSWORD%> | System generated password used in forms authentication implementations |
| <%EXPIRY_DATE%> | Not used in the default templates, however this tag represents the Publication Due Date which can be added to the subject or body of any emails |
| <%IMAGES_URL%> | URL link to the Email Logo image |