# **C**RLDatix<sup>®</sup>

## **Introduction**

This reference guide is aimed at Managers who have the appropriate permissions to view their email log i.e. all emails sent to them from RiskMan

### How do I view my RiskMan Email Log?

Emails generated from RiskMan are stored in an Email Log. To view your personal Email Log, select *My Workspace -> My Email Log* from the menu

Note: A user must have the following General Basic User Permission: Can see personal Email log from the menu

### To view a list of received/not received emails from RiskMan

1. Check/Uncheck "Unsent only" 0

**Note:** Emails that have been sent from RiskMan that you may not have received could be attributed to one of the following: changes to your mail server; change of email address or incorrect email address. If there is a problem with your email that cannot be identified, contact RiskMan Support – support@riskman.net.au

2. Enter a date range 2 of when you received the emails

**Note:** Global setting may perge records of a certain age. Refer to your RiskMan administrator for details

- Optionally select the type of RiskMan Emails sent to you from the Reason Sent 

   Iist e.g. only show alerted emails, journals, distribution lists, all emails
- 4. Press Refresh 4
- A list of emails will display grouped by their subject S.
   Expand to see the emails as appropriate

Mark Doubl Char	t Only E Fro	m Date 1/09/2010	•			Address: al 2 n@ris 6/04/2011	kman.net.au Reason Sent	(All Items)	Refresh
Mark Doubl Char	as sent e Click a row to vie	ew the Email.			Date	6/04/2011	Reason Sent	(All Items)	<ul> <li>Refresh</li> </ul>
Char	e Click a row to vi		•	Mark as Sent					
Char	e Click a row to vi		÷	Mark as Sent					
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Sub	ject 🔺								
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		8	• 🕈		• 💎	\$	2	8	•
• S	ubject: A Journal H	as been added to t	he incid	ent that you creat	ed				
• S	ubject: A journal ti	hat you created has	been a	ctioned					
• S	ubject: ALERT: Ris	k Review/Assessme	nt Due '	Today - Patient Fa	alls				
• S	ubject: Complaint	Action to be comple	ted by:	19 Jul 2008					
• S	ubject: Complaint	Action to be comple	ted by:	5 Dec 2007					
• \$	ubject: New RiskM	an Feedback Item							
• S	ubject: New RiskM	an Feedback Item:	Compla	int (Minor)					
+ S	ubject: New RiskM	an Feedback Item:	Compla	int (Unspecified Si	AC)				
+ S	ubject: New RiskM	an Feedback Item:	Complin	ment (Unspecified	SAC)				
Subject: OVERDUE: Risk Review/Assessment Now Overdue - Gastro enteritis outbreak									
+ S	<ul> <li>Subject: OVERDUE: Risk Review/Assessment Now Overdue - Patient Falls</li> </ul>								
🗩 S	ubject: Reminder:	Risk Review/Asses	iment D	ue - Patient Falls					
• S	ubject: RiskMan Jo	ournal Alert							
• S	ubject: RiskMan Ti	raining							
• S	ubject: RiskMan Ti	raining Sessions							
Page	1 of 2 (18 items)	< [1] 2 <b>&gt;</b>							

- 6. Emails can also be filtered by one or more columns by
  - Selecting a logical test <sup>6</sup> option and then
  - Entering your filter criteria 🕏

		Е	mail Log						
	Filtered to	Imail	Address: ahayden@risk	kman	.net.au				
Unsent Only From Date 1/09/2010	To D	ate	6/04/2011	•	Reason Sent	{All Items}		•	Refresh
Mark as sent	Mark as Sent								
Double Click a row to view the Email. Change Columns Expand All	Colapse Al	E	xport						
Subject 🔺									
EmailID Date Added	Date Sent		Recipient Addresses	Last	Error	Trys	_	Last Send A	
♥			Begins with	5	4		٣		-
<ul> <li>Subject: A Journal has been added to the in</li> <li>Subject: A journal that you created has been</li> </ul>	d	Contains							
<ul> <li>Subject: A journal that you created has bee</li> <li>Subject: Complaint Action to be completed</li> </ul>		Ends with							
Subjecti Complaint Action to be completed     Subjecti Complaint Action to be completed		Equals							
Subject: New RiskMan Feedback Item: Com	c)								
Subject: New RiskMan Feedback Item: Com									
Subject: RiskMan Journal Alert		Is less than or equal to							
<ul> <li>Subject: RiskMan Training Sessions</li> </ul>			Is greater than						
<ul> <li>Subject: this is a test from RiskMan 3.880</li> </ul>			Is greater than or equal t						

#### To view the details of an email sent to you

- 1. Click on the ID **1** link of the email
- The email with all the details will be displayed in the Email Editor <sup>2</sup>. If the email was from an Alert there will be 2 Email Body's an HTML and a Plain Text version. Depending on how the alert is set up, the content of the email will appear in the appropriate section

Unser				Filtered	to Emai	Address: ahayden@r	skman.net.au		
	nt Only 📄 🛛 From	Date 1/09/2010		• 10	o Date	6/04/2011	<ul> <li>Reason Sent</li> </ul>	{All Items}	<ul> <li>Refre</li> </ul>
	as sent		_	Mark as Sent					
			•	Mark as Seric					
	le Click a row to view				_				
Cha	inge Columns	Expand All	0	ollapse All	E	Export			
_									
Sub	vject 🔺								
E	imailID	Date Added		Date Sent		Recipient Addresses	Last Error	Trys	Last Send Attempt
		2					2 3		
	Subject: A Journal ha Subject: A journal thi				ated				
	Subject: ALERT: Risk				Colles.				
<u> </u>	Subject: Complaint A				r alla				
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	lubiect: New RiskMar								
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+ s	Subject: OVERDUE: R	isk Review/Assess	ment I	low Overdue - Ga	stro en	teritis outbreak			
	ubject: OVERDUE: R	isk Review/Assess	ment f	iow Overdue - Pa	tient Fa	lls			
• S	Subject: Reminder: F	lisk Review/Assess	ment	Due - Patient Fall	ls				
	326	4 23/09/2010		23/09/2010		ahayden@riskman.n.		0	
- s									
- s	Subject: RiskMan Jou	Innal Alert							
- s	Subject: RiskMan Jou Subject: RiskMan Tra								

kese note: Under the current Email sending scheme the SMTP server used will be picked up from the global setting, so changes here would have no effect. Date Added 23 Sep 2010 12:46	
Date Sent 23 Sep 2010 12:46	
Recipient Names Scott D. Esler	
Recipient Addresses abayden@riskman.net.au	
CC Recipient Addresses	
Subject Reminder: Risk Review/Assessment Due - Patient Falls	
HTML Body 🐰 🕲 🕲 🕲 🗠 ℘   𝔄   𝔅 '𝔅   🗄 🗄   🗄 🖽 🐨 🖤 📾   🧇	
Normal • Arial • (Font Size) • B I U abs = = = = 0 • • A •	
Design HTML Preview	
Body Risk ID: 8 Risk Name: Patient Falls	Î.
	=
This Risk is due for review and/or reassessment by: 30 Sep 2010	
You have received this notification because you have been allocated Executive or Management responsibility for this risk.	
To carry out this review, you should consider the following:	-
Username	
Reply To Address anne@riskman.net.au	
SMTP Server sde-v-exchg	
Sender Name Riskman Incident Notification	
Sender Address anne@riskman.net.au	
Sender Address anne@rskman.net.au Sent Reason Risk Review	
Sender Address anne@riskman.net.su Sent Rassan Risk Review Seurce	
Sender Address anne@riskman.net.au Sent Rasson Risk. Review Seurce 1D	
Sender Address anne@riskman.net.au Sent Rassan Risk.Review Source D Source D	
Sender Address anne@riskman.net.au Sent Reasm Risk. Review Searce R Searce D Error Caust	
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