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"** ❶

   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 ❷ of when you received the emails

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

3. Optionally select the type of RiskMan Emails sent to you from the **Reason Sent** ❸ list e.g. only show alerted emails, journals, distribution lists, all emails
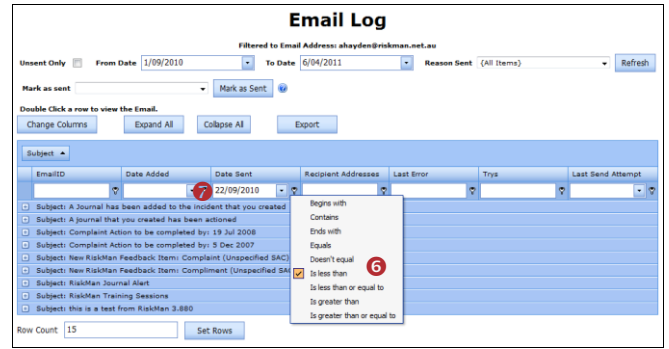
4. Press **Refresh** ❹

5. A list of emails will display grouped by their subject ❺. Expand to see the emails as appropriate
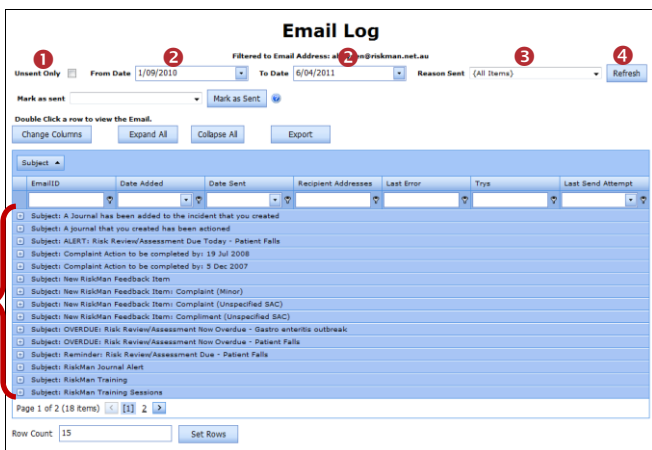
6. Emails can also be filtered by one or more columns by

   - Selecting a logical test ❻ option and then

   - Entering your filter criteria ❼

To view the details of an email sent to you

1. Click on the **ID** ❶ link of the email

2. The email with all the details will be displayed in the **Email Editor** ❷. 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