CRLDatix[®]

RISKMAN REFERENCE GUIDE TO REVIEWING YOUR EMAIL LOG

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

							mail Log			
	0		2		Filtered to	o Emai	l Address: al 🕖 n@ri	skman.net.au	B	4
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							eritis outbreak			
F										
	Subject: Reminde	r: Ris	k Review/Assessr	ment D	ue - Patient Falls					
	Subject: RiskMan	Journ	al Alert							
1.0	Subject: RiskMan	Train	ing							
	Subject: RiskMan	Train	ing Sessions							
		_	and a first							
1		Page 1 of 2 (18 items) < [1] 2 >								

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

	Ε	mail Log							
Filtered to Email Address: ahayden@riskman.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 🔹									
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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 ⁽²⁾. 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

				Filtered to I	Emai	Address: ahayden@r	skman.net.au			
Unsent Only 📄	From Date	1/09/2010		• To D	ate	6/04/2011	Reason Ser	t {All Items}		- Refre
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Mark as sent			•	Mark as Sent						
Double Click a re	w to view the	Email.	_							
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	2 Email Editor	
lease note: Under the ci	urrent 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	ahayden@riskman.net.au	
CC Recipient Addresses	a la	
Subject	Reminder: Risk Review/Assessment Due - Patient Falls	
HTML Body	💥 🕛 🖪 🕼 🎭 🎓 2 X' X, ⊟ ⊞ ∰ ∰ 🐨 🎯 📾 🤝	
	Normal • Arial • (Font Size) • B I \underline{U} also $ \equiv \equiv \equiv \equiv \odot \bullet \underline{A} \bullet$	
todv	Datign MTML Preview	
	Rea (D) is Rea Name Patient Falls This Risk is due for review and/or reassessment by 30 Sep 2010 Yeu have received this notification because you have been allocated Executive or Management responsibility for this risk. To carry out the review, you should consider the following:	Ĩ
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leply To Address	anneğriskman.net.au	
MTP Server	sde-v-exchg	
ender Name	Riskman Incident Notification	
ender Address	anne@riskman.net.au	
ent Reason	Risk Review	
ource		
ource ID		
rror Count		
ast Error		
Error on Last Try		
Close	Save Changes	
	the email in any way, a comment will be added to the body indicating that you have done so. Editing a Passwo the email. This is intentional and for security.	rd email