

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

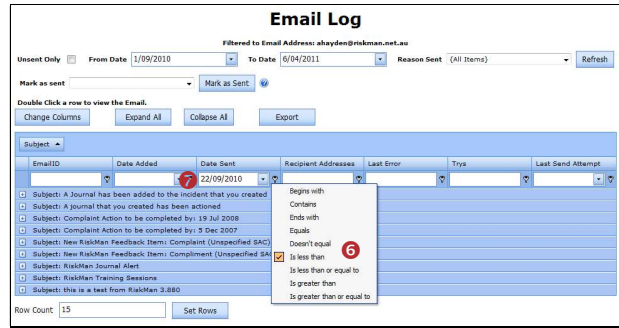
2. Enter a date range ❷ of when you received the emails

Note: Global setting may purge 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

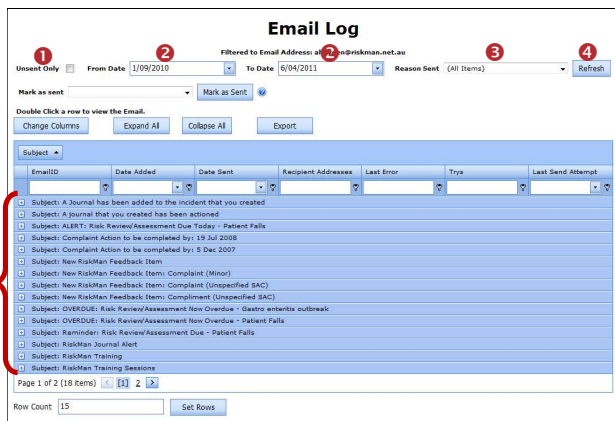
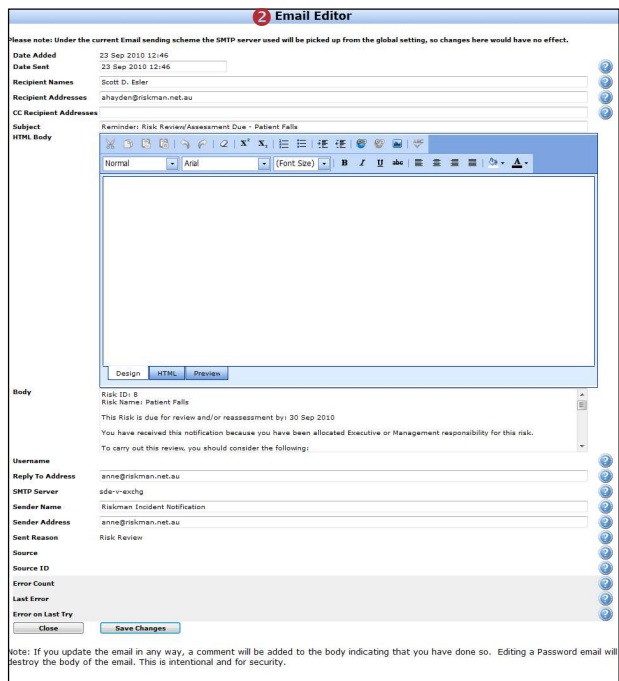
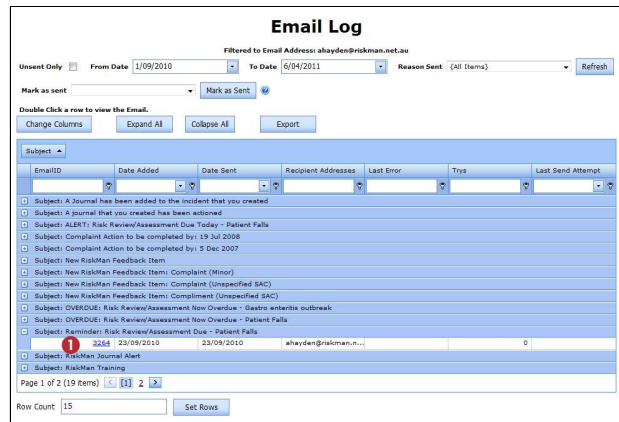
4. Press Refresh ❹

5. A list of emails will display grouped by their subject ❺. Expand to see the emails as appropriate



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



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