

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

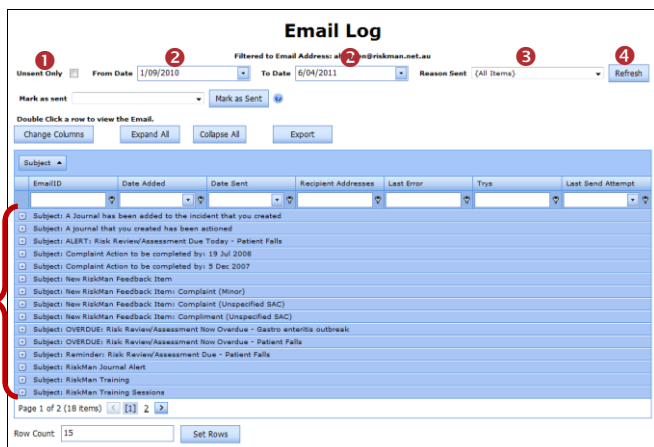
2. Enter a date range ❷ of when you received the emails

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

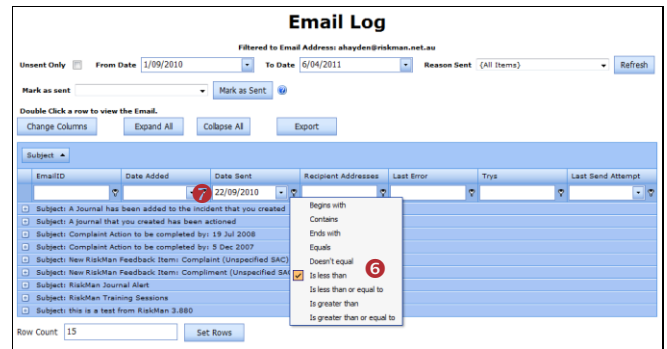
3. Optionally select the type of RiskMan Emails sent to you from the Reason Sent ❸ list e.g. only show alerted emails, journals, distribution lists, all emails

4. Press Refresh ❹

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



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

