CRLDatix[®]

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

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• S	ubject: RiskMan Jo	urnal Alert							
• S	ubject: RiskMan Tr	aining							
• S	ubject: RiskMan Tr	aining Sessions							
Page	1 of 2 (18 items)	(11 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 I	mail	Address: ahayden@risk	mar	.net.au				
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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 O 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

Unsent Only			Filtered	to Emai	l Address: ahayden@ri	skman.net.au		
	From Date 1/09/2	2010	• 1	fo Date	6/04/2011	 Reason Sent 	{All Items}	 Refres
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Change Column								
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	2 Email Editor	
ease note: Under the c	urrent Email sending scheme the SMTP server used will be picked up from the global setting, so changes here would have no eff	fect.
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		
Subject HTML Body	Reminder: Risk Review/Assessment Due - Patient Falls	
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