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

Doubl	t Only E From as sent e Click a row to vie nge Columns	m Date 1/09/2010	•			Address: al nori		6	4
Mark Doubl	as sent e Click a row to vie			•	To Date	6/04/2011			
Doubl	e Click a row to vie	w the Email.	•				 Reason Sent 	(All Items)	 Refrest
Doubl	e Click a row to vie	w the Email.	•						
		w the Email.		Mark as Sent					
Char	nge Columns								
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Subj	ect 🔺								
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		k Review/Assessme			Falls				
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		an Feedback Itemi							
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+ S	ubject: New RiskMa	an Feedback Item:	Complin	ment (Unspecifi	ed SAC)				
		Risk Review/Assess							
+ S	ubject: OVERDUE:	Risk Review/Assess	ment N	ow Overdue - P	atient Fa	lla			
+ S	ubject: Reminder:	Risk Review/Assess	iment D	ue - Patient Fa	lls -				
• 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 🔊

	Е	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 🔹										
Double Click a row to view the Email. Change Columns Expand All Collapse All	E	xport								
Subject 🔺										
EmailID Date Added Date Sent	Þ	Recipient Addresses	Las	t Error	Trys	2	Last Send A			
Subject: A Journal has been added to the incident that you creater Subject: A Journal has been added to the incident that you creater Subject: Complexit Astion to be completed by: 15 Ju 2008 Subject: Complexit Astion to be completed by: 15 Due 2007 Subject: Itel Antikahan Reedback thatmo: Complement (Unspecified SA Subject: Itel Antikahan Tealong Beasings Subject: Itel Antikahan Subjec	5)	Begins with Contains Ends with Equals Doesn't equal Is less than Is less than or equal to Is greater than		,	P					
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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
Mark as sent			Mark as Sent					
	w to view the Fmail.		Here by Sterre					
Change Column								
Change Column	is Expand /		Collapse All		Export			
Subject 🔺								
EmailID	Date Added	1	Date Sent		Recipient Addresses	Last Error	Trys	Last Send Attempt
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	mplaint Action to be con			Falls				
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	rent Email sending scheme the SMTP server used will be picked up from the global setting, so changes here would have no effect	t.
	3 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		
	Reminder: Risk Review/Assessment Due - Patient Falls	
HTML Body	💥 🕒 🔃 🕲 🎭 🎓 2 X' X, 🗄 🖽 🖽 🖽 🗑 🞯 🝙 🖑	
1	Normal • Arial • (Font Size) • B I U also = = = = · • • A •	
	Design HTML Preview	
Body	Rink ID: 8	
	tisk tot a Risk Name: Patient Falls	Î
,	This Risk is due for review and/or reassessment by: 30 Sep 2010	
	You have received this notification because you have been allocated Executive or Management responsibility for this risk.	
-	To carry out this review, you should consider the following:	-
Username		-
Reply To Address	anneğriskman.net.au	
SMTP Server 5	de-v-exchg	1
Sender Name	Riskman Incident Notification	
Sender Address	anneBriskman.net.au	
	isk Review	
Source		
Source ID		
Error Count		
Last Error		
Error on Last Try		-
Close	Save Changes	