

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

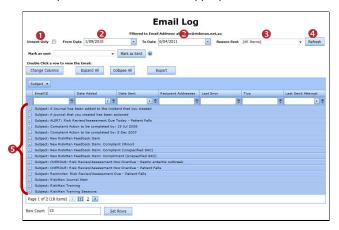
Note: A user must have the following General Basic User Permission: Can see personal Email log from the menu

<u>To view a list of received/not received emails from</u> <u>RiskMan</u>

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 – https://hub.rldatix.com/SupportHUB/s/

- Enter a date range of when you received the emails
 Note: Global setting may perge 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** list 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 5.
 Expand to see the emails as appropriate

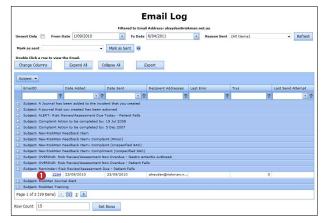


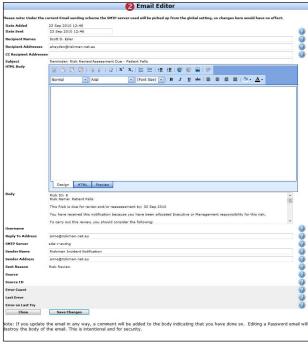
- 6. Emails can also be filtered by one or more columns by
 - Selecting a logical test 6 option and then
 - Entering your filter criteria 🕖



To view the details of an email sent to you

- 1. Click on the **ID 1** link of the email
- 2. 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





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