C RLDatix

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 – <u>https://hub.rldatix.com/SupportHUB/s/</u>

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 ⁽²⁾ 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 S.
 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 Ink 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



ase note: Under the	e current Email sending scheme the SMTP server used will be picked up from the global setting, so changes here would have no effi	ect.
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