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

 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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| 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. | • | | | | | | |
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| + 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 🔊

| | Ε | mail Log | | | | | | |
|--|------|--|-----|-------------|-------------|---|-------------|---------|
| Filtered to I | mail | Address: ahayden@risk | mar | .net.au | | | | |
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| Mark as sent 🔹 Mark as Sent 🔹 | | | | | | | | |
| Double Click a row to view the Email. Change Columns Expand All Collapse All | E | xport | | | | | | |
| Subject 🔺 | | | | | | | | |
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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

| From Date 1/09/2 | • | Mark as Sent | _ | e 6/04/2011 | | Reason Sent | {All Items} | ▼ Refres |
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| 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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