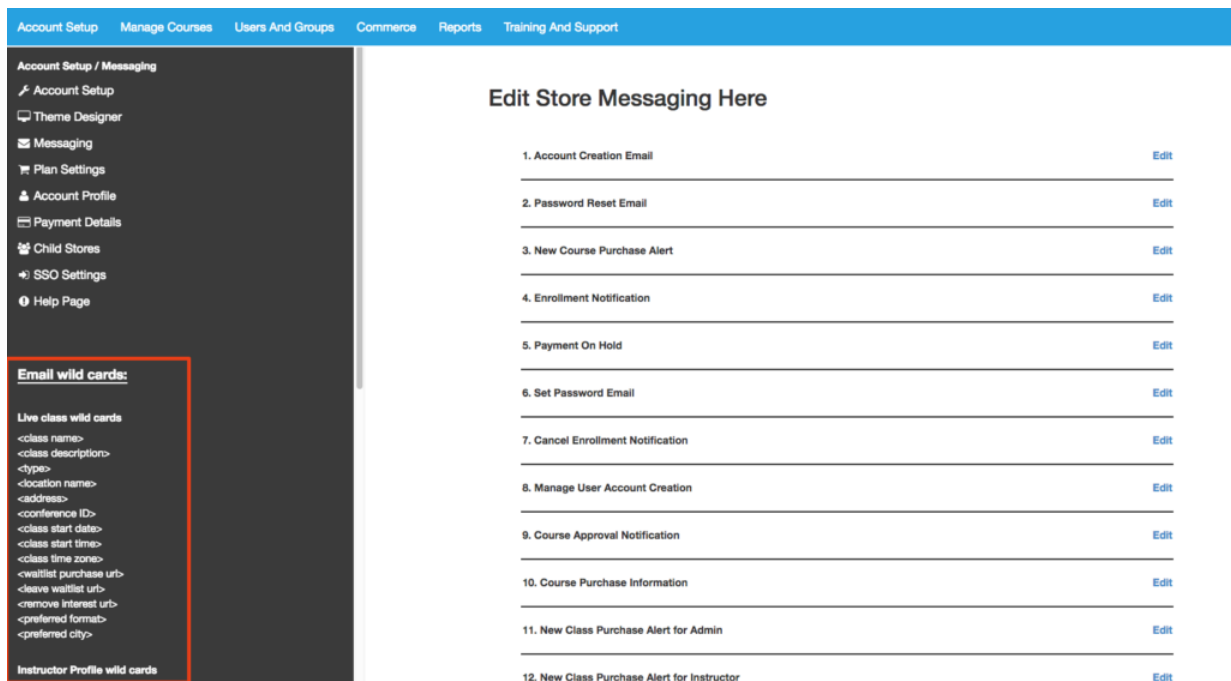


LMScheckout Messaging:

With LMScheckout, store administrators will have the ability to set and customize automated emails that trigger when an action has been carried out on their store. These emails can be found under Account Setup > Messaging within the admin panel. Here I will discuss what triggers these emails and to whom they are sent. Wildcards can be used within the email templates, to pull specific bits of information about various things, such as user, courses, location, etc. These can be found at the bottom of the left-hand navigation. Reference the image below for a visual reference:



Though each email in the system is customizable, all of them can be disabled by checking the "Disable sending this email" checkbox. You can change who the email is coming from by adding an email address into the "From:" field. Otherwise, the email will come from whatever is specified in your Email settings: the default noreply@lmscheckout, a specified SMTP email address, or a specified Sendgrid email address. You can also add additional recipients to an email with the "To:" field. To find out who an email automatically is sent to, you can refer to the text under the "To:" field or scroll down to the corresponding emails information, which is listed below. All emails can be previewed before saving any customization by clicking the orange "Preview" button next to save under the text editor.

Email #1: Account Creation Email

The account creation email is an email that is sent out to users who have just created an account through your LMScheckout store. Anytime a user creates an account, whether during checkout or on the homepage, the user will receive this notification.

Email #2: Forgot Password Email

The password reset email is sent out to users within your store who have requested their password be reset, by using the "Forgot Password?" link located under your store's login area. With this email, the user will receive a link that will take them to your store and allow them to set a new password.

Email #3: New Course Purchase Alert

This email will trigger when ANY purchase has been made in your LMSCheckout store. Whether it is an individual purchase or a bulk order, this email will be sent out to the store administrator and anyone else listed in the "To:" field.

Email #4: Enrollment Notification

This email is to notify users that they have successfully purchased and been enrolled in a course through your store. This email is sent to users ANY TIME they are enrolled in a course, whether they purchased the course themselves or were added from a bulk purchase.

Email #5: Payment on Hold

This email is sent out to the users to notify them that the payment for their recent purchase has been placed on hold. A payment could be put on hold either be due to required admin approval, such as someone who chose "Invoice Me," or a minimum enrollment that has not yet been reached for the desired course. This action means that until the payment is approved or the minimum enrollment is met, the user trying to purchase the course will not have access to that course and their method of payment will not be charged until they are approved.

Email #6: New User Password Email

This email is to notify users that their account has been created for them by an admin and that they need to set their password using the link provided in the email. It is generally best to include the store name wildcard in this email, so users know from which store the email is coming. Admins can find this wildcard on the left navigation panel.

Email #7: Cancel Enrollment Notification

This email goes out to users when a store admin cancels a course. It gives them notice that they have been unenrolled from the course, but it is up to the administrators as to whether it has a reason or not.

Email #8: Manage User Account Creation

This email is sent out to the new users when someone who has made a purchase for others and has added that user under their Manage Users page. It will notify new users that someone has purchased a course for them. Also, these users are notified that they also need to set a password for their new account and how to access their new course once they have set their new password.

Email #9: Course Approval Notification

This email is for users who have tried to purchase a course for others and the purchase was put on hold. This could be for many reasons such as a minimum enrollment or the hold payment option is turned on. Once an administrator has approved the purchase, this email will be sent to the purchaser to notify them the purchase has been approved and that they can now distribute the course seats to other users.

Email #10: Course Purchase Information

This email is sent out to users when they place a bulk order (purchase for others). It is to notify them that the purchase has gone through and they can now distribute the seats to other users.

Email #11: New Class Purchase Alert for Admin

This email will go out to the main site admin anytime a user purchases a live class. If additional admins need to see this alert, their email address should be added in the "To:" field, each separated by a comma.

Email #12: New Class Purchase Alert for Instructor (online)

This email will be sent to the instructor of an online live class if a user purchases a seat in that live class. This notification is to inform them as the seats fill up and who is registering, without having to login to the site.

Email #13 Class Reminder Email for Instructor (online)

This email will be sent to an instructor of an upcoming online live class, if the setting to remind the instructor is turned on.

Email #14 New Class Purchase Alert for Instructor (face-to-face)

This email will be sent to the instructor of a face-to-face live class if a user purchases a seat in that live class. This email is to inform them as the seats fill up and who is registering, without them having to login to the site.

Email #15 Class Reminder Email for Instructor (face-to-face)

This email will be sent to an instructor of an upcoming face-to-face live class if the setting to remind the instructor is turned on.

Email #16: Class Opening Alert for Waitlisted Users

This email will trigger when an admin clicks the "Release Waitlist" button to notify users that there is/are available seats in a specific live class. This email will then be sent to the users on the waitlist associated with that class so they know they can purchase any available seats. There is no priority to this email and it is sent to ALL users on the waitlist. Newly available seats are then given out on a first come, first served basis.

Email #17: Class Opening Alert for Admin

This email is to notify the default system admin that a user has canceled their enrollment in a specific course and that course now has available seats. That admin can then decide when to click the "Release Waitlist" button which will notify any users on the waitlist that they can go purchase any available seats.

Email #18: Class Full Alert for Admin

This email is to notify the default system admin that a course has reached its maximum capacity.

Email #19: User Cancelled Class Enrollment Alert for Admin

This notification will be sent to the default system admin anytime a user cancels their registration within a live class. This email lets them know that a seat has freed up within their class.

Email #20 Class Cancellation Confirmation for User

This email will be sent to a user when that user cancels their enrollment in a live class. It is meant to provide confirmation from the system, that their action was successful.

Email #21: Waitlist Confirmation for User

This email will be sent to a user when they register to be added to a waitlist for a live class. It is meant to provide confirmation from the system, that their action was successful.

Email #22: Waitlist Confirmation for Admin

This email will be sent to the default system admin when a user has been added to the waitlist for a live class. This notification is useful to let the admin know how many additional people are interested in a specific course after it has reached capacity.

Email #23: Declare Interest Confirmation for User

This email will be sent to a user when they declare an interest in a live class. It is meant to provide confirmation from the system, that their action was successful.

Email #24: Declare Interest Confirmation for Admin

This email is to notify the main system admin that a user has declared an interest in a live class. This sort of email can be useful for further engagement.

Email #25 Face-to-Face Class Confirmation

This template will set the default confirmation email for all face-to-face live classes. It will be sent to a user who has been registered, either by themselves or by an admin, for a face-to-face live class. If the confirmation email for a specific live class has been changed, this will not be used.

Email #26 Online Class Confirmation

This template will set the default confirmation email for all online live classes. It will be sent to a user who has been registered, either by themselves or by an admin, for an online live class. If the confirmation email for a specific live class has been changed, this will not be used.

Email #27 Face-to-Face Class Reminder

This template will set the default reminder email for all face-to-face live classes. It will be sent to a user if the instructor has chosen to turn on reminder emails. If the reminder email for a specific live class has been changed, this will not be used.

Email #28 Online Class Reminder

This template will set the default reminder email for all online live classes. It will be sent to a user if the instructor has chosen to turn on reminder emails. If the reminder email for that specific live class has been changed, this will not be used.

Email #29 Subscription Purchase Confirmation

This email will be sent to any user who has recently purchased a subscription to a LMS checkout store. It is meant to provide confirmation from the system, that their action was successful.

Email #30 Subscription Purchase Notification (Admin)

This email will be sent to the main store admin when a subscription has been purchased in their store.

Email #31 Class Completion Notification


If the setting “Notify student when complete” is turned on for a live class, this email is sent out to a user when are marked as attended.

Email #32 Course Completion Notification for Instructor

If the setting “Notify when complete...” is turned on for an LMS course, this email will be sent out to the email addresses specified anytime a user completes that course.

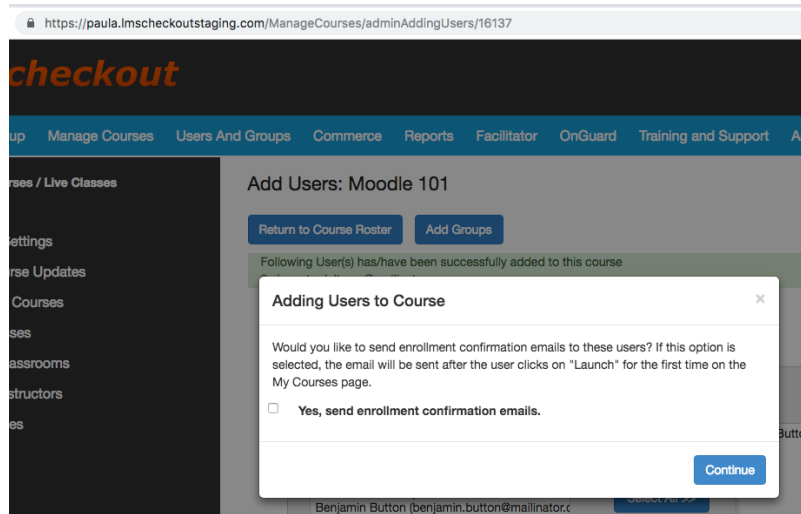
33. Course Completion Notification for User

This email will be sent to a user when they have successfully met all the requirements of the course. This email will only go out if it's enable for a course on the Course Settings page:

Moodle 101		Moodle Training Resources	June 29, 2015	course
<div><div>UPLOAD IMAGE <input type="button" value="Choose File"/> No file chosen (Image should be 350 x 200)</div><div></div></div> <div><div><input checked="" type="checkbox"/> Active Course <input type="checkbox"/> Featured Course <input type="checkbox"/> Hold Payment <input type="checkbox"/> Set Course as On-demand <input type="checkbox"/> Hide Course <input type="checkbox"/> Requires Minimum Enrollments <input type="checkbox"/> Notify user on completion <input type="checkbox"/> Notify instructor on completion <input type="checkbox"/> Notify instructor of assignment</div><div>Cost <input type="text" value="0"/> Tax 1 <input type="text" value="No tax"/> Tax 2 <input type="text" value="No tax"/> SKU Number <input type="text"/> Product Code <input type="text"/> Tags <input type="text" value="Comma separated list here...s"/> Related Courses <input type="text" value="Comma separated list here...s"/></div></div> <div><div>Select Instructor: <input type="text" value="Select Instructor"/></div><div>Assign Certificate: <input type="text" value="Select Certificate"/></div></div> <div><div><input type="checkbox"/> Display snippet <small>Enabling a snippet for this course will replace the truncated LMS course summary on the All Courses and Featured pages with your custom text. Maximum 200 characters.</small></div><div>Advanced SEO <input type="checkbox"/> Enable Custom Description <small>Turning on the Custom Description will override the description that is pulled from the LMS.</small></div></div>				

Email #34 Course Roster Enrollment Notification for user

This email will be sent to a user when they have been added to a course through the course roster. This is done when there is a purchase for other or an admin added the user to a course through the roster. This notification is meant to notify the user of their enrollment into the course. When a user is added to the Course Roster, the course will display on the user's My Learning page with a Launch button, but the user is not actually enrolled in the course in the LMS until the user clicks on Launch. This notification will go out as soon as the user clicks on "Launch" and is successfully enrolled in the course in the LMS. This email will only be sent to a user/users if the admin enables it at the time the user/s is/are added to the Course Roster:



Email #35 Course certificate Resend

This email will be sent to a specific user if triggered by an admin. It is meant to resend completion email with certificates to users who may have misplaced or never received the original email.

Email #36 Changes to Online Class (User)

This email will be sent to all enrolled users in a live class (online) when changes are made to that live class. It is meant to let them know that changes have been made and provide them with the new details for the live class.

NOTE This email will be sent for the following changes:*

- Active
- Featured
- Hold Payment
- Product Code
- SKU Number
- Start Date(s)/Time(s)
- Number of minimum enrollments required
- Where minimum enrollments are required
- Declare interest
- Time zone
- Changes to location or instructor

Email #37 Changes to Face-to-Face Class (User)

This email will be sent to all enrolled users in a live class (face-to-face) when changes are made to that live class. It is meant to let them know that changes have been made and provide them with the new details for the live class. ** NOTE* This email will be sent for the same changes as email #36:*

Email #38 Changes to Online Class (Instructor)

This email will be sent to the instructor of a live class (online) when changes are made to that live class. It is meant to let them know that changes have been made and provide them with the new details for the live class. ** NOTE* This email will be sent for the same changes as email #36:*

Email #39 Changes to a Face-to-Face Class (Instructor)

This email will be sent to the instructor of a live class (face-to-face) when changes are made to that live class. It is meant to let them know that changes have been made and provide them with the new details for the live class. *** NOTE* This email will be sent for the same changes as email #36:*

Email #40 Credits Email (user)

This email will be sent to any user when they have been enrolled, by someone else, in a class that has multiple session options to receive credit for the class. The user is instructed to go to log-in to the LMScheckout store where the purchase was made so they can choose the available class location, date, time or modality that are options for their class.