Upcoming Due Date

Warning email sent to users that need to complete required training and are approaching their due date in either 30, 14, or 1 day(s).

```
Daily @ 2:00 AM UTC, per Assignment
```

Sent to actively assigned users whose Due date is either:

Today+30 Days, Today+14 Days, or Tomorrow

Template is also used when users approach their refresh due date for training requiring periodic recompletion.

Sent every day (@ 2:00 AM UTC), once for each applicable requirement and per user

Sent if the Requirement's Communication Settings for "**Send compliance warning to participants?**" is **Yes**.

NC STATE UNIVERSITY

Hello Firstname Lastname,

This is a reminder that you are **required to complete the following training by date**:

- **RequirementName**

You are required to complete training for the following reason:

Assignment Message

Please log in at go.ncsu.edu/REPORTER and use your My Courses dashboard to access training and see additional details about this requirement.

Thank you,

ComplianceContactName
ComplianceContactEmail
ComplianceContactPhone

This message was sent from REPORTER. This email account is not monitored, please do not reply to this email.

Due Date Passed

Warning sent to alert an assigned user that they are now "Out of Compliance" and their due date was yesterday.

```
Daily @ 1:00 AM UTC, per Assignment
```

Sent to actively assigned users whose Due Date was yesterday and their status is 'Out of Compliance'

Note: If the setting for "*Copy Supervisor on compliance warnings*" is **Yes**, the person in the relevant Employees' "Reports To" field will be CC'd on the email sent to the assignee

Sent every day (@ 1:00 AM UTC) for each applicable requirement record and corresponding individual assignment

Sent if the Requirement's Communication Settings for "**Send compliance warning to participants?**" is **Yes**.

NC STATE UNIVERSITY

Hello Firstname Lastname,

Your due date has passed and **you are currently Out of Compliance** for the following training:

- RequirementName

This training was required to be completed by mm/dd/yyyy.

You are required to complete training for the following reason:

Assignment Message

Please log in at go.ncsu.edu/REPORTER and use your **My Courses dashboard** to access training and see additional details about this requirement.

Thank you,
ComplianceContactName
ComplianceContactEmail
ComplianceContactPhone

Your compliance status for this requirement will remain "Out of Compliance" until you receive credit for completing the associated required training. If you are unsure of why you have been assigned, please contact the training owners using the details above.

If you believe you have already completed training, or are receiving this in error, please use the following resources for further assistance:

- How do I know if I have credit for completing an online training?
- I received an email saying a course was added to my Required Training, what do I do now?
- I am registered for an online course, how do I access it?
- I have additional questions about online courses that are not in Moodle

Please note that your NC State Supervisor may be copied on this email. Supervisors in need of assistance should click here.

This message was sent from REPORTER. This email account is not monitored, please do not reply to this email.

Out of Compliance Warning

Weekly warning to remind assigned users with a status of "Out Of Compliance" that action is still needed for them to be marked "In Compliance".

```
Weekly on Monday @ 7:15 PM UTC, per
requirement
```

Sends to all out of compliance users for a requirement

Sent every Monday night

Sent if the Requirement's Communication Settings for "**Send compliance warning to participants?**" is **Yes**.

Template Note: If the Requirement's settings for "Copy Supervisor on compliance warnings" is NO, the last sentence is **excluded**.

NC STATE UNIVERSITY

Hello,

You are currently **Out of Compliance** and **need to complete** the following training:

- Required Training Name

You are required to complete training for the following reason:

Assignment Message

Log in at go.ncsu.edu/REPORTER and use your My Courses dashboard to access training and see additional details about this requirement.

*{ If you are an NC State Employee, please note that your Supervisor also received a notification advising them of your compliance status, which they can also monitor directly in REPORTER.

Thank you,

ComplianceContactName
ComplianceContactEmail
ComplianceContactPhone

Your compliance status for this requirement will remain "Out of Compliance" until you receive credit for completing the associated required training. If you believe you have already completed training, or are receiving this in error, please see the 'Required Training Topics' resources at https://go.ncsu.edu/reporter-faq.

Supervisor Notice - Out of Compliance

Weekly notice to Supervisors alerting them if they have employees who are out of compliance for a requirement.

```
Tuesday Nights at 7:15 PM UTC
```

- <u>Sent to</u> Supervisor list in relevant Employees 'Reports To' field *(per HR Peoplesoft job Data)*

- <u>Sent every</u> Tuesday Night (@ 7:15 PM UTC), once per applicable requirement

- <u>Sent if</u> the Requirement's Communication Settings for "Copy Supervisor on compliance warnings" is **Yes**.

An email is sent for each relevant requirement that has out of compliance users assigned, the relevant 'Reports To' Supervisors are blind copied on a shared notice.

NC STATE UNIVERSITY

Employees listed as reporting to you are **Out of Compliance** for the following training requirement:

> Example Requirement

Please log into REPORTER to Review Compliance Warnings for your Employees, as seen in these instructions.

- If your employee list is incorrect, please contact your HR representative to have the related employee record corrected. Once the record is corrected, REPORTER should update within 24 hours.

If an employee is no longer required to complete training, please contact reach out to the Compliance Contact below to request that they be unassigned:

> **ComplianceContactName**
> **ComplianceContactEmail**
> **ComplianceContactPhone**

For additional assistance, please see the "Help Materials for Supervisors and Participant Liaisons" available at support.reporter.ncsu.edu.

Notice to Compliance Contact

Weekly notification to inform Compliance Contact if assigned users currently have a status of "Out of Compliance".

```
Weekly, Thursday @ 7:15 PM UTC
```

Sent to the primary contact email listed in the requirement setup

Sent every Thursday @ 7:15 PM UTC

Sent if the Requirement's Communication Settings for "**Notify compliance contact via email if users are out of compliance**" is **Yes**.