

# Template Updates

Release 6.5

# Out of Compliance

This email is sent the day after a user's due date passed and continues to send once every 7 days until they complete course.

**Subject**

Out of Compliance Warning for [Course Title]

**NC STATE  
UNIVERSITY**

Hello [FirstName] [LastName],

You are currently out of compliance for the following training:

- [Course Title]

## Updated Content and Trigger (Out of Compliance Warning)

[Assignment Message]

You can see the details of this training on your **REPORTER dashboard** under the "Upcoming Courses" section. If you do not see this training on your dashboard, you can register for it [here](#).

Thank you,

[Compliance contact Name]

[Compliance contact email]

[Phone # - if given]

This message was sent from TEST100. This email account is not monitored, please do not reply to this email.

# Notify Compliance Contact if users are out of

Minor Wording updates to template

The compliance contact listed within the requirement's communication details will receive this email once daily per requirement with out of compliance users.

Subject: Notice: Users Out of Compliance for **[Requirement Name]**

**NC STATE  
UNIVERSITY**

Hello,

The following requirement has participants who are out of compliance:

- **[Requirement Name]**

To view compliance reports, visit **[Compliance Reports link]**.

Thank you.

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

# Compliance Warning

Replaced with Upcoming Due Date

Sent daily around 8pm, and includes those with a course's due date that is either:

- 30 days from today
- 14 days from today
- Tomorrow's date

Subject    Nearing Required Training Due Date for [Course Title]

**NC STATE  
UNIVERSITY**

Hello [FirstName] [LastName],

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

- [Course Title]

If you are already registered, you can see details about this training at go.ncsu.edu/reporter under your Upcoming Courses. Otherwise, to register for this training, [click this link](#).

Thank you,

[Compliance contact Name]

[Compliance contact email]

[Phone # - if given]

This message was sent from TEST100. This email account is not monitored, please do not reply to this email.

# Unchanged Templates

Template Updates

# Assigned

If a user is assigned a requirement, they will receive this email as soon as they are assigned.

*The same email is sent whether using the assign button or the assign import*

Subject	Required Training - PREFIX - Requirement Name
<b>NC STATE UNIVERSITY</b>	
Hello Alex Doe,	
You have been assigned to complete the following required training by 04/23/2021.	
DivisionPREFIX - Requirement Name	
You are required to complete training for the following reason:	
A customizable message will be included here.	
To complete this training, you must complete the following course(s):	
Course	
OIT-EAS-Example: Course Working Title <a href="#">Register Here</a>	
Please note: You may already be registered for or have completed required courses; if so, further action may not be required at this time. To see courses you are registered for or have completed, login at <a href="http://go.ncsu.edu/reporter">go.ncsu.edu/reporter</a> and view your dashboard.	
Thank you,	
Compliance Contact Name	
<a href="mailto:contactemail@ncsu.edu">contactemail@ncsu.edu</a>	
This message was sent from REPORTER. This email account is not monitored, please do not reply to this email.	

# Assigned and Registered via bulk Assign & Register

If a user is imported via bulk assign & register, and an instance has been selected, they will receive this email when the import completes.

Subject You have been registered for Required Training - [Requirement Name]

---

**NC STATE UNIVERSITY**

Hello Shawn Madey,

The following information is about training you are required to complete by 15-Jan-2020.

You have been assigned the following requirement:

[Requirement Name]

You are required to complete training for the following reason:

[Assignment Message]

You have been registered for the following as a part of this assignment:

Details about your registration(s) are included below:

- [Instance Title]

This is an **online course**. To access the online content for this class, login at <https://go.ncsu.edu/reporter>. You will see the class under your Upcoming Courses section and can click the 'Access Online Content' button to open the online course.

[Registration Confirmation Email Notes]

For questions about this registration, please contact [Instance Contact Name] at [nobody@ncsu.edu](mailto:nobody@ncsu.edu).

You can review your course registration(s) and assignment at [go.ncsu.edu/reporter/](https://go.ncsu.edu/reporter/).

For questions about this assignment, please contact [Compliance Contact Name] at [nobody@ncsu.edu](mailto:nobody@ncsu.edu).

Thank you.

---

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

# Assigned via bulk Assign & Register - Already Registered

If a user is imported via bulk assign & register, and an instance has been selected, but the user is already registered for that instance - they will receive this email.

Subject Required Training - [Requirement Name]

**NC STATE  
UNIVERSITY**

Hello [Jordan Boyle],

You have been assigned to complete the following required training by 15-Jan-2020.

[Requirement Name]

You are required to complete training for the following reason:

[Assignment Message]

To complete training you must register for and complete the following course(s):

Course
OIT-EAS-EXAMPLE: [Course Title] <a href="#">Register Here</a>

**Please note:** You may already be registered for or have completed required courses; if so, further action may not be required at this time. To see courses you are registered for or have completed, login at [go.ncsu.edu/reporter](https://go.ncsu.edu/reporter) and view your dashboard.

Thank you,

[Compliance Contact Name]

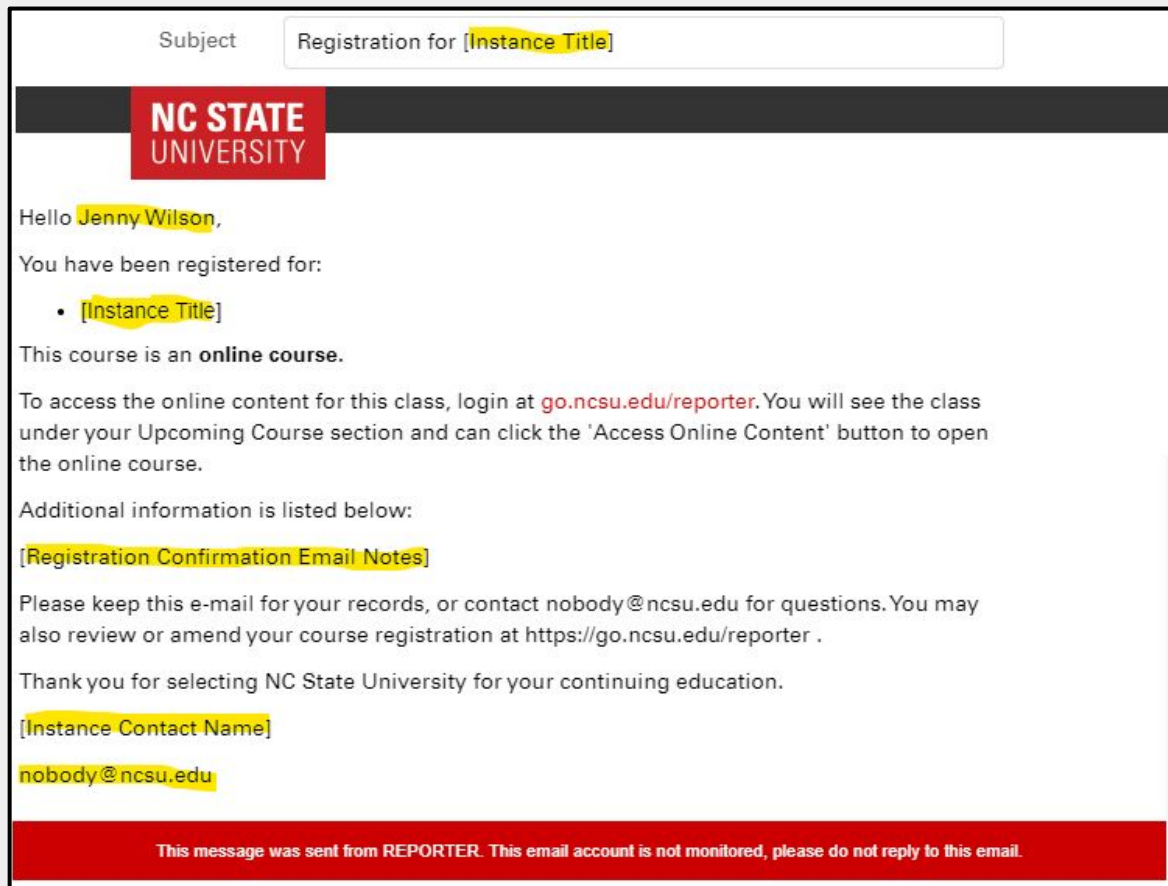
nobody@ncsu.edu

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



# Registered via Bulk Assign & Register - Already Assigned

If a user is imported via bulk assign & register, and an instance has been selected, but the user is already assigned - they will receive this email.



# Wording Changes

Template Updates - Release 6.5

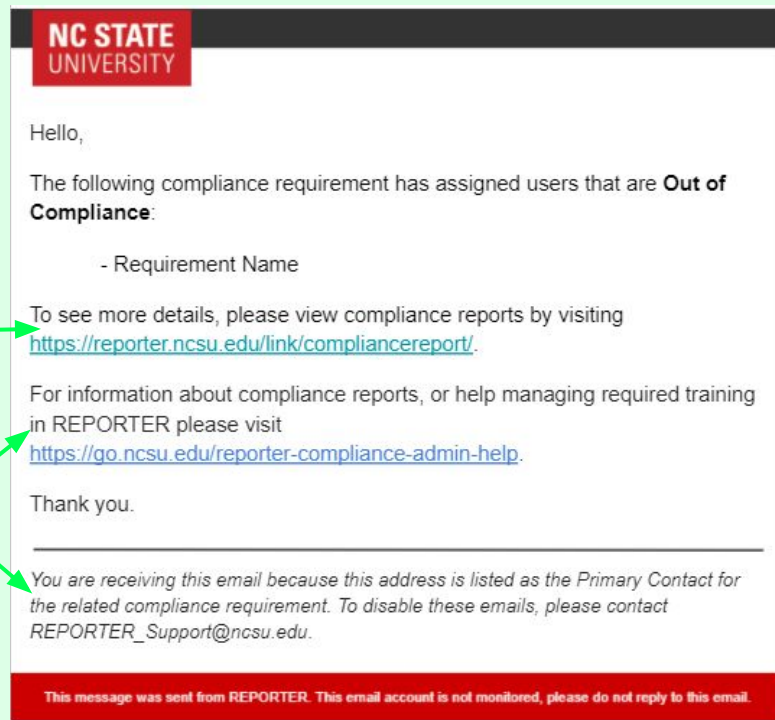
# Updates to Notice to Compliance Contact email

## Previous template



Updated

Added



# 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**.

**SUBJECT:** Notice: Users Out of Compliance for [Requirement Name]

**NC STATE  
UNIVERSITY**

Hello,

The following compliance requirement has assigned users that are **Out of Compliance**:

- Requirement Name

To see more details, please view compliance reports by visiting <https://reporter.ncsu.edu/link/compliancereport/>.

For information about compliance reports, or help managing required training in REPORTER please visit <https://go.ncsu.edu/reporter-compliance-admin-help>.

Thank you.

*You are receiving this email because this address is listed as the Primary Contact for the related compliance requirement. To disable these emails, please contact [REPORTER\\_Support@ncsu.edu](mailto:REPORTER_Support@ncsu.edu).*

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

# Previous Compliance Warning Email vs. updated **Upcoming Due Date** email

## Previous template

**NC STATE  
UNIVERSITY**

Hello Firstname Lastname,

This is a reminder that you are required to complete the following training by 18-Aug-2021:

- Requirement Name

You are required to complete training for the following reason:

Assignment Message

If you are already registered, you can see details about this training at [go.ncsu.edu/reporter](https://go.ncsu.edu/reporter) under your Upcoming Courses. Otherwise, to register for this training, click this link.

Thank you,

Compliance Contact Name  
emailcontact@ncsu.edu

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

**NC STATE  
UNIVERSITY**

Hello Firstname Lastname,

This is a reminder that you are required to complete the following training by **05-Oct-2021**:

- Requirement Name

You are required to complete training for the following reason:

Assignment Message

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

Thank you,

Compliance Contact Name  
emailcontact@ncsu.edu

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

# 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**.

**SUBJECT:** Nearing Required Training Due Date for [Name]

**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](https://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.

# Functionality Changes

Template Updates

# Changes to **Out of Compliance Warning** email

## Old Template characteristics

- Email subject: Out of Compliance Warning for [Name]
- Sent Day after Due, and Weekly
- Weekly Trigger sent on the day of the week their due date occurred on
- Email is customized per each recipient, and sent per person
- Supervisor can be copied on the notice sent

## Updated Template characteristics

- Email subject: Action Needed - Out of Compliance for [Name]
- Only sent as weekly warning/notice
- Sends every Monday afternoon to all assignees that are Out of Compliance
- Email is customized per requirement, and is sent with all users BCC'd
- Text referencing Supervisor Notification can be included

## Related Updates Also Included:

- NEW Template sent just for Day after due - **Due Date Passed Notification Email**  
*This email can include CC of Supervisors*
- NEW Template used instead of copying Supervisors weekly - **Weekly Notice to Supervisors**



# Weekly Out of Compliance Warning email

## Previous template

**NC STATE  
UNIVERSITY**

Hello Firstname Lastname,

You are currently out of compliance for the following training:

- Requirement Name

**This training was required to be completed by 20-Apr-2021.**

You are required to complete training for the following reason:

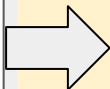
Assignment Message

You can see the details of this training on your REPORTER dashboard under the "Upcoming Courses" section. If you do not see this training on your dashboard, you can register for it here.

Thank you,

Compliance Contact Name  
emailcontact@ncsu.edu

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



**NC STATE  
UNIVERSITY**

Hello,

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

- Required Online Summer Salary Training

You are required to complete training for the following reason:

Assignment Message

Log in at [go.ncsu.edu/REPORTER](https://go.ncsu.edu/REPORTER) and use your **My Courses dashboard** to access training or 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,

Compliance Contact Name  
emailcontact@ncsu.edu  
xxx-xxx-xxxx

---

*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>.*

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

# Weekly Out of Compliance Warning email

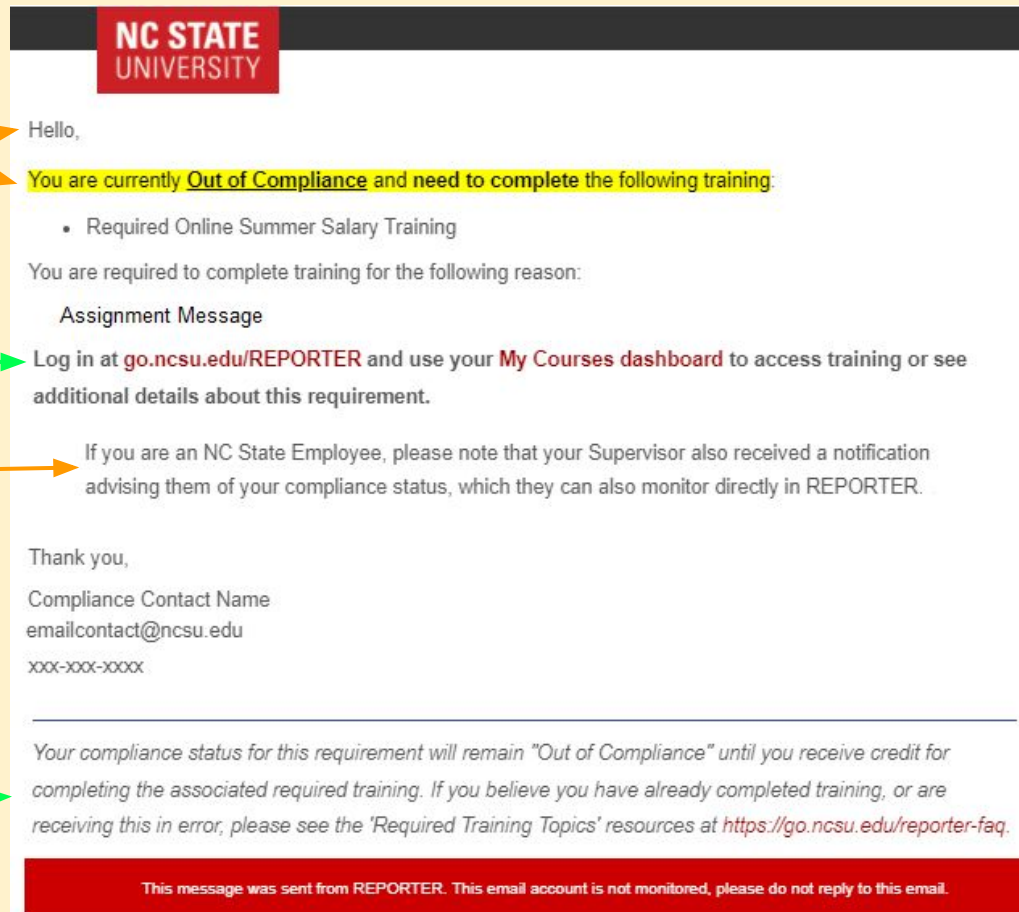
Change: All Out of Compliance Users will be BCC'd on the same email

Improved Actionable Message

Changed: Text replaces seeing Supervisor is CC'd

Conditional: text only included if Supervisor Notify = Yes

Added Help Text



# 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**.

**SUBJECT:** Action Needed - Out of Compliance for [Requirement Name]

**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](https://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>.

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

# New Emails

Template Updates

# 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**.

**SUBJECT:** Out of Compliance Warning for [Requirement Name]

**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](https://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.

# 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

- Sent to Supervisor list in relevant Employees 'Reports To' field (*per HR Peoplesoft job Data*)
- Sent every Tuesday Night (@ 7:15 PM UTC), once per applicable requirement
- Sent if 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.

**SUBJECT:** Notice: Employee Compliance Warning for [Requirement Name]

**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](https://support.reporter.ncsu.edu).

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