

Automated System Email Notifications

The Prodiags Training Environment sends users some email notifications during use. Notification settings are common to all corresponding user roles in the environment. It is possible to make limited customisations to the notification settings. Customisations are done in **collaboration with the environment Admin and Prodiags Support**.

Default Settings

Reminder of unfinished modules

The purpose of this reminder is to ensure that the student takes note of the module added to him/her. For example, in a situation where he/she has been away when the teacher gives instructions.

The reminder is triggered if the module is not passed and the user has not logged in within 7 days. The reminder is triggered once.

The interval and number of repetitions are customisable. It is also possible to deactivate the reminder.

User license expiration reminder

The purpose of this reminder is to ensure that the user is aware of the termination of the license. The message also reminds you to print your certificates.

The reminder is triggered twice. The interval between the reminders is 1 month. The first reminder is sent 2 months before, and the second reminder 1 month before closing.

The interval and number of repetitions are customisable. It is also possible to deactivate the reminder.

Notice of exceptionally low levels of licenses

The purpose of this reminder is to alert teachers and administrators if the number of module licenses is atypically low.

The default value is moderate and the alert is triggered only if the number of licenses in stock and in use is less than 15% of the number of active users. By default, the inspection is performed every 3 months.

The interval and percentage are customisable. It is also possible to deactivate the reminder.