

Custom Automated Emails

Note: Portland Community College training providers must have a group email to serve as the “from” and “reply-to” email address when creating new learning objects.

The process of configuring custom emails is similar across learning objects (LOs) but there are some (mostly visual) differences between the interfaces. If you have questions about a specific LOs interface, please reach out to the Professional and Organization Development (POD) team at POD@pcc.edu.

Email Options

When creating Learning Objects (LOs) in MyCareer@PCC, content creators will have the option to select “System Defaults,” “Custom Emails” or “No Email.”

- System Defaults** - Use default emails based on settings and availability from email administration area. All emails related to this learning object will be sent based on the templates in the main email administration area. Changes made to the templates in the main email administration area will apply to emails that have not yet been queued.
- Custom Emails** - All emails related to this learning object may be customized. By default, triggers related to the selected training will be copied from the main email administration area (you must click 'Save' in order for these triggers to be copied over). All emails sent related to this training will be sent based on the custom templates below. Changes made to the custom training emails will only apply to emails that have not yet been queued.
- No Emails** - No emails will be sent in association with this training. Email actions that are bypassed with the selection of this option can be viewed in the Custom Email list above.

Systems Defaults

The Professional and Organization Development teams asks that you do not use the “default” option, as this will send the basic emails configured at the system level sent from the POD@pcc.edu email address. POD is not an expert on your content and cannot answer most questions that will be sent to this address.

Note: If your learners are experiencing technical issues with MyCareer@PCC, you should notify the POD team so they can troubleshoot the issue.

Custom Emails

Selecting this option will display the Email Administration section where emails can be edited, added or deleted as needed.

No Emails

Selecting this option will disable all emails for the material. You may want to select this option if the LO will only be accessed within a curriculum.

Email Administration

Once you select the Custom Email option, the Email Administration will appear.

Email Triggers

Email triggers describe the action that a user/administrator takes that causes the automated email to send. The available email triggers are listed in a table. Identify the action that you would like to generate an email.

The most commonly used triggers are:

- Register
- Assign Training
- Training is Due
- Training is Completed

Adding an Email to a Trigger

Click the Add Email icon ( or ) to add a new email to the desired trigger.

Email Modification Screen

You will configure and compose your emails on the email modification screen.

Note: Files uploaded through the Image or Document Manager will be stored on a publically accessible server. The upload limit (per file) for images, documents, and templates is 3MB.



Email Title	<input type="text"/>	<input checked="" type="checkbox"/> Active
From Address	<input type="text" value="noreply@csod.com"/>	
Reply-To Address	<input type="text"/>	
Type	<input type="text" value="Confirmation"/>	
Language	<input type="text" value="English (US)"/>	<input type="checkbox"/> Include users not using this language

Give your custom email a title and enter the group email you have established for your provider as the From and Reply-To Address. Make sure the Active checkbox is selected.

Select a type from the drop down list (Confirmation, Notification, Reminder, or Promotional); doing so allows you to filter the emails by type.

The language field defaults to English (US). The PCC web team recommends that content creators interested in languages other than English focus on the content and then allowing the user to use their tool of choice to translate text.

Please select users to receive this email.

Send To	<input type="text"/>	 User or <input type="text"/>	<input type="button" value="Add"/>
		(A separate email will be sent to each recipient listed)	
Cc	<input type="text"/>	 User or <input type="text"/>	<input type="button" value="Add"/>
		(These users will be copied on the emails sent out to each recipient)	
Availability	<input type="text" value="Select Criteria"/>		

Use the drop down menu to select the recipients of your email; the options will change depending on the trigger or LO type.


Set the availability for your email to ensure your audience will receive the emails you compose.

Tags are replaced with the corresponding values when emails are sent.

The screenshot displays an email composition window. On the left, there are three sections: 'Tags', 'Subject', and 'Message'. The 'Tags' section contains a link that says 'Display a list of tags that can be used within the subject and body of the e-mail'. The 'Subject' section has an empty text input field. The 'Message' section has two radio buttons: 'HTML' (selected) and 'Plain Text'. Below these is a rich text editor toolbar with various icons for font style, size, color, background color, bold, italic, underline, link, unlink, list, and other formatting options. The main message body is a large empty text area. At the bottom of the message body, there are three buttons: 'Design', 'HTML', and 'Preview'. To the right of these buttons, it says 'Words: 0 Characters: 0'.

Give your email a subject line and compose your message. The system uses tags to add information to your emails; view the list of tags for more information about what can be pulled into your custom emails. The tags must be entered exactly as they are listed in the resulting popup window and are case sensitive.

Saving Your Custom Email

Once you have configured and composed your custom email, click the Save Email button () to save your email and return to the email triggers list.