

EVENT	DESCRIPTION	APPLICABLE COURSE TYPES	Time Triggers	AVAILABLE SHORT CODES	INTENDED AUDIENCES	Additional Notes	Template in Platform
COURSE NOTIFICATIONS							
Assignment has been evaluated	This notification is sent when an assignment has been evaluated by an instructor, Power User or Administrator.	Elearning, Learning Plans, Webinar, ILT Classroom	At Time Of	[first_name] [last_name] [username] [course_name] [course_link] [evaluation] [assignment_status] [evaluation_message] [assignment_name] [assignment_play_link] [assignment_admin_link] [course_saml_link]	Users, Power users, Instructor(s), Superadmins		
Assignment waiting to be reviewed since N hours	This notification is sent when N hours have passed since an assignment has been submitted by a learner.	Any number of Courses (Elearning, ILT, Webinar, and Learning Plans)	After	[first_name] [last_name] [username] [course_name] [course_link] [assignment_title] [assignment_date] [assignment_name] [assignment_play_link] [assignment_admin_link] [course_saml_link]	Instructor(s), Power users, Superadmins, Managers		
Catchup Limit Changed	This notification is sent when the limit is changed for the amount of catchup courses that can be taken in a learning plan. In the case of users, they are only notified if they are enrolled to that learning plan.	All Learning Plans (specific learning plans can not be defined)	At Time Of	[catchup_limit] [learningplan_name] [first_name] [last_name]	Users, Superadmins	This notification is available for theme 6.9 only, since the catchup functionality is not available for theme 7.0	
Catchup course available	This notification is sent when a catchup course is added to a learning plan AFTER a user has been enrolled. In the case of users, they are only notified if they are enrolled to that learning plan.	All Learning Plans (specific learning plans can not be defined)	At Time Of	[learningplan_name] [first_name] [last_name] [course_name] [course_link] [course_saml_link]	Users	This notification is available for theme 6.9 only, since the catchup functionality is not available for theme 7.0	
Course has been deleted	Informs Admins that a course or learning plan has been deleted by another Superadmin or power user.	Any number of Courses (Elearning, ILT, Webinar, and Learning Plans)	At Time Of	[course_name]	Superadmins		
Course has expired	Triggers when a course's end date is about to be or has already passed.	Any number of Courses (Elearning, ILT, Webinar, and Learning Plans)	Before & After	[course_name] [course_link] [first_name] [last_name] [username] [expire_at] [sso_link] [reset_pwd_link] [course_saml_link]	Users, Power users, Instructor(s), Superadmins	This notification is sent both when the course has expired and when the enrollments have expired	Yes
Course properties have been changed	Triggers any time modifications are made to the course's language, CEU value, average time, date begin/end, or additional fields	Any number of Courses (Elearning, ILT, Webinar, and Learning Plans)	At Time Of	[course_name] [course_link] [first_name] [last_name] [username] [course_saml_link]	Users, Power users, Instructor(s), Superadmins		
Digest: Course has expired	Triggers when a number of courses in which a user is enrolled have expired.	Any number of Courses (Elearning, ILT, Webinar)	Every		Users, Power users, Instructor(s), Superadmins	While end users will only receive one digest emails, Superadmins and Power Users will still The admin can choose either the number of days in the before the expiration or the number of days after the expiration This notification is not raised when a particular action is performed, but runs in a scheduled way in according with selected lifespan Any notification with date in the selected interval (for example: a weekly digest will send a single message for all the enrollment in the previous week) will be grouped in a single email for all the roles available in the notification (Users, Instructors, PUs, Superadmins)	Yes
Digest: Courses Marked as Outdated	Triggered when a course is marked as outdated by a user. All the Superadmins will receive the notification.	N/A	Every	[marked_count] [marked_content]	All the Superadmins of the platform will receive the notification. Power Users will receive the notification only for courses assigned to them.		

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Digest: Learner has yet to complete a course	Triggers when a number of courses in which a user is enrolled have not yet been completed by the user.	Any number of Courses (Elearning, ILT, Webinar)	Every&Manually	[first_name] [last_name] [username] [course_name] [course_link] [subscribed_at] [expire_at] [sso_link] [reset_pwd_link]	Users, Power users, Instructor(s), Superadmins, Managers	While end users will only receive one digest emails, Superadmins and Power Users will still receive one digest email per user.	Yes
Digest: User enrolled into a course	Triggers when a user is enrolled into a number of courses.	Any number of Courses (Elearning, ILT, Webinar)	Every	[first_name] [last_name] [username] [course_name] [course_link] [subscribed_at] [expire_at] [sso_link] [reset_pwd_link]	Users, Power users, Instructor(s), Superadmins, Managers	While end users will only receive one digest emails, Superadmins and Power Users will still receive one digest email per user.	Yes
ILT session changed	Triggers when changes are made to an ILT session's date, time, location or when the session <i>Max subscriptions quota</i> value is changed in <i>Advances Properties</i> menu, <i>Catalog Options</i> tab. Depending on the selected target, it notifies Users enrolled in the session, Instructors enrolled in the Course, Power Users who have visibility over the Course (irrespective of whether they have visibility over users enrolled in the session or not) or all Superadmins.	ILT/Classroom, Learning Plan	At Time Of	[first_name] [last_name] [course_name] [course_link] [session_name] [session_dates] [session_location] [session_classroom] [calendar_attachment] [session_date_usertimezone] [session_date_usertimezone] [course_saml_link] [session_saml_link]	Users, Power users, Instructor(s), Superadmins		
ILT session deleted	Triggers when an ILT session is deleted by an administrator.	ILT/Classroom, Learning Plan	At Time Of	[first_name] [last_name] [course_name] [course_link] [session_name] [session_dates] [calendar_attachment] [course_saml_link]	Users, Power users, Instructor(s), Superadmins		
ILT session starting	Informs parties of when their ILT session is about to or already has begun.	ILT/Classroom, Learning Plan	Before & After	[course_name] [course_link] [session_name] [session_dates] [calendar_attachment] [session_date_usertimezone] [course_saml_link] [session_saml_link]	Users, Power users, Instructor(s), Superadmins		
Instructor evaluated test question	Triggers when the instructor of a course evaluates an extended text or upload file test question in a user's test.	Any number of Courses (Elearning, ILT, Webinar, and Learning Plans)	At Time Of	[course_name] [course_link] [first_name] [last_name] [username] [user_email] [test_name] [completion_date] [test_score] [test_results] [question_score] [question_title] [question_answer] [course_saml_link]	Power users, Instructor(s), Superadmins		
Learner completed a course	Triggers when a course is marked as complete (all training materials are completed or end object marker is completed).	Any number of Courses (Elearning, ILT, Webinar, and Learning Plans)	At Time Of & After	[first_name] [last_name] [username] [course_name] [course_link] [completed_at] [final_score] [uuid] [first_multidomain] [course_id] [course_saml_link]	User, Power users, Instructor(s), Superadmins, Managers	Please note that this notification is also sent when a Superadmin or Power User manually marks the learner as completing a course	Yes
Learner completed or failed a test in a course	Triggers when a user submits a test learning object in a course of any type and the test is immediately marked as completed or failed (no questions that need evaluation, such as the extended text or upload file question type).	Any number of Courses (Elearning, ILT, Webinar, and Learning Plans)	At Time Of	[course_name] [course_link] [first_name] [last_name] [username] [user_email] [test_name] [completion_date] [test_score] [test_results] [course_saml_link]	Power users, Instructor(s), Superadmins		Yes

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Learner has yet to complete a course	This notification is sent based on enrollment dates, not expiration date. For example, a learner has yet to complete course notification set to send 2 days after the event will be sent two days after the user is enrolled (assuming the user hasn't completed the course).	Any number of Elearning, ILT, or Webinar courses	After & Manually	[first_name] [last_name] [username] [course_name] [course_link] [subscribed_at] [expire_at] [sso_link] [reset_pwd_link]	Users, Power users, Instructor(s), Superadmins, Managers		
Learner submitted a test and evaluation is needed	Triggers when a user submits a test learning object in a course of any type and the test needs evaluation from an instructor. This means that the test contains question types (extended text or upload file) that require instructor evaluation	Any number of Elearning, ILT, or Webinar courses	At Time Of	[course_name] [course_link] [first_name] [last_name] [username] [user_email] [test_name] [completion_date] [test_score] [test_results]	Power users, Instructor(s), Superadmins, Managers		
Learner submitted assignment	Triggers when a student submits an assignment for grading.	Any number of Courses (Elearning, ILT, Webinar, and Learning Plans)	At Time Of	[first_name] [last_name] [username] [course_name] [course_link] [assignment_title] [assignment_date]	Users, Power users, Instructor(s), Superadmins, Managers		
New category	Triggers when a new course category has been created	N/A	At Time Of	[category_name]	Users, Power users, Superadmins		
New course	Triggers when a new course has been created.	Applies to all eLearning, ILT and Webinar courses	At Time Of	[course_name] [course_link]	Power users and Superadmins		
New ILT session created	<i>Triggers each time an ILT session is created by a Superadmin or power user. Sends to all users subscribed to the course.</i>	ILT/Classroom	At Time Of	[first_name] [last_name] [course_name] [course_link] [session_name] [session_dates] [calendar_attachment]	Users, Power users, Instructor(s), Superadmins		
Training material has been created	Triggers when a new learning object has been created in a course.	Any number of Courses (Elearning, ILT, Webinar, and Learning Plans)	At Time Of	[course_name] [lo_title] [course_link] [lo_type]	Users, Power users, Instructor(s), Superadmins		
User approved into ILT session	Notifies the audience that a user has been approved by an administrator to an ILT session. Users receive this notification when they are approved. Power users must be assigned the course and user to receive then notification.	ILT/Classroom	At Time Of	[session_name] [session_dates] [session_location] [session_classroom] [course_link] [first_name] [last_name] [course_name] [calendar_attachment] [session_date_usertimezone]	Users, Power users, Instructor(s), Superadmins		
User bought a course	Triggers when a course has been successfully purchased.	Any number of Courses (Elearning, ILT, Webinar, and Learning Plans)	At Time Of	[first_name] [last_name] [username] [order_receipt] [order_id] [payment_date] [subtotal] [discount] [total_paid] [company] [address] [state] [zip] [city] [country] [order_items]	Users, Power users, Instructor(s), Superadmins		
Users enrolled in ILT session	Notifies the audience when a user has been enrolled to an ILT session.	ILT/Classroom	At Time Of	[session_name] [session_dates] [session_location] [session_classroom] [course_link] [first_name] [last_name] [course_name] [calendar_attachment]	Users, Power users, Instructor(s), Superadmins		

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User enrolled to a course	Triggered when an Admin or Instructor enrolls one user in an Elearning course. Also triggered when a user self-enrolls from a course catalog into a course.	Any number of courses (Elearning, ILT/Classroom, Webinar)	At Time Of & After	[first_name] [last_name] [username] [course_name] [course_link] [subscribed_at] [expire_at] [tso_link] [reset_pwd_link]	Users, Power Users, Instructor(s), Superadmins, Managers		Yes
User has failed ILT session	Triggers when an admin or instructor fails a learner in an ILT session.	ILT/Classroom, Learning Plan	At Time Of	[course_name] [course_link] [session_name] [first_name] [last_name] [username]	Users, Power users, Instructor(s), Superadmins		
User has passed ILT session	Triggers when an admin or instructor passes a learner in an ILT session.	ILT/Classroom	At Time Of	[course_name] [course_link] [session_name] [first_name] [last_name] [username]	Users, Power users, Instructor(s), Superadmins		
User level has been changed in a course	Triggers when an admin adjusts the user level of a user within a course.	Any number of Courses (Elearning, ILT, Webinar, and Learning Plans)	At Time Of	[first_name] [last_name] [username] [course_name] [user_course_level] [course_link]	Users, Power users, Instructor(s), Superadmins		
Users unenrolled from ILT session	Notifies the audience when a user has been unenrolled from an ILT session.	ILT/Classroom	At Time Of	[first_name] [last_name] [session_name] [session_dates] [session_location] [session_classroom] [course_link] [calendar_attachment]	Users, Power users, Instructor(s), Superadmins		
User unenrolled from a course	Triggered when an Admin or Instructor unenrolls one user in an Elearning course. Also triggered when a user self-unenrolls from a course catalog into a course.	Elearning, Webinar, ILT Classroom, Learning Plan	At Time Of	[first_name] [last_name] [username] [course_name] [course_link]	Users, Power users, Superadmins		
User waiting to be approved in platform subscription	Triggered when a user tries to self-register into the platform. Registration must be approved by the Superadmin.	N/A	At Time Of	[first_name] [last_name] [username] [user_email]	Superadmin		
User waiting to be approved to a Webinar session	Triggered when a user self-enrolls into a Webinar session. The notification is always sent when the course enrollment policy is set to Admin approval, and when it set to Free but the user is placed in the course waiting list because the session is full.	Webinar, Learning Plan	At Time Of	[session_name] [session_dates] [course_link] [first_name] [last_name] [course_name] [calendar_attachment] [webinar_tool] [webinar_session_details]	Users, Power users, Instructor(s), Superadmins, Managers		
User waiting to be approved to an ILT session	Triggered when a user self-enrolls into a ILT session. The notification is always sent when the course enrollment policy is set to Admin approval, and when it set to Free but the user is placed in the course waiting list because the session is full.	ILT/Classroom, Learning Plan	At Time Of	[session_name] [session_dates] [session_location] [session_classroom] [course_link] [first_name] [last_name] [course_name] [calendar_attachment]	Users, Power users, Instructor(s), Superadmins, Managers		
User waiting to be subscribed to a course	Notifies the audience that a user is in the waiting list for a course.	Any number of Courses (Elearning, ILT, Webinar, and Learning Plans)	At Time Of & After	[first_name] [last_name] [username] [course_name] [course_link] [subscribed_at] [session_name] Only for Classroom courses. [session_dates] Only for Classroom courses. [session_location] Only for Classroom courses. [session_classroom] Only for Classroom courses.	Users, Power users, Instructor(s), Superadmins, Managers		

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User was approved into Webinar session	Triggered when the Superadmin approves the self-enrollment of the user in a Webinar session.	Webinar, Learning Plan	At Time Of	[session_name] [session_dates] [course_link] [first_name] [last_name] [course_name] [calendar_attachment] [webinar_tool] [webinar_session_details]	Users, Power users, Instructor(s), Superadmins		
User was declined from a Webinar session	Triggered when the Superadmin rejects the self-enrollment of the user in a Webinar session.	Webinar	At Time Of	[session_name] [session_dates] [course_link] [first_name] [last_name] [course_name] [calendar_attachment] [webinar_tool] [webinar_session_details]	Users, Power users, Instructor(s), Superadmins		
User was declined from an ILT session	Triggered when the Superadmin rejects the self-enrollment of the user in an ILT session.	ILT/Classroom, Learning Plan	At Time Of	[session_name] [session_dates] [session_location] [session_classroom] [course_link] [first_name] [last_name] [course_name] [calendar_attachment]	Users, Power users, Instructor(s), Superadmins		
Users enrolled in Webinar session	Triggered when the user is enrolled by a Superadmin into a Webinar session, or when a user self-enrolls into a webinar session when there is no approval needed by the Superadmin.	Webinar, Learning Plan	At Time Of	[session_name] [session_dates] [course_link] [first_name] [last_name] [course_name] [calendar_attachment] [webinar_tool] [webinar_session_details]	Users, Power users, Instructor(s), Superadmins		
Users unenrolled from Webinar session	Triggered when the user is unenrolled by a Superadmin into a Webinar session, or when a user self-unenrolls into a webinar session (when possible).	Webinar, Learning Plan	At Time Of	[session_name] [session_dates] [course_link] [first_name] [last_name] [course_name] [calendar_attachment] [webinar_tool] [webinar_session_details]	Users, Power users, Instructor(s), Superadmins		
Webinar session changed	Notifies the audience when the details of a webinar session like time, place, date, etc., have changed.	Webinar	At Time Of	[course_name] [course_link] [session_name] [session_dates] [calendar_attachment] [webinar_tool] [webinar_session_details]	Users, Power users, Instructor(s), Superadmins		
Webinar session created	Notifies the audience that a webinar session has been created. For power users, they will need to be assigned the course in which the session was created and the user who created the session.	Webinar	At Time Of	[course_name] [course_link] [session_name] [session_dates] [calendar_attachment] [webinar_tool] [webinar_session_details]	Power users, Superadmins		
Webinar session deleted	Notifies the audience that a webinar session has been deleted by an administrator at the time of the event.	Webinar	At Time Of	[course_name] [course_link] [session_name] [session_dates] [calendar_attachment] [webinar_tool]	Users, Power users, Instructor(s), Superadmins		

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Webinar session starting	Notifies the audience that a webinar session is starting at a defined interval before the start time.	Webinar	Before & After	[course_name] [course_link] [session_name] [session_dates] [calendar_attachment] [webinar_tool] [webinar_session_details]	Users, Power users, Instructor(s), Superadmins		
Manager request not accepted	Triggers when a user does not accept a manager request to confirm their association.	N/A	At Time Of	[manager_first_name] [manager_last_name] [manager_username] [manager_email] [manager_level] [subordinate_first_name] [subordinate_last_name] [subordinate_username] [subordinate_email] [subordinate_level] [lms_link] [manager_type]	Users, Power Users, Superadmins		
Team member added to a team	Triggers when a user accepts a manager request to confirm their association or identifies a manager as his/her manager, and when an Admin or Power User creates or forces an association from the Manage Team Request page.	N/A	At Time Of	[manager_first_name] [manager_last_name] [manager_username] [manager_email] [manager_level] [subordinate_first_name] [subordinate_last_name] [subordinate_username] [subordinate_email] [subordinate_level] [lms_link] [manager_type]	Managers, Power Users, Superadmins		
Admin asks to check your team	Triggers when an Admin or a Power User selects the Send notification to a Manager option from the Manage Team Request page when the association request is in Pending status, to inform the manager that the team member has not accepted the request yet. When this notification is sent as a mass action to more than 99 users, a background job will automatically start.	N/A	At Time Of	[manager_first_name] [manager_last_name] [manager_username] [manager_email] [manager_level] [subordinate_first_name] [subordinate_last_name] [subordinate_username] [subordinate_email] [subordinate_level] [lms_link] [manager_type]	Users, Power Users, Superadmins		
CERTIFICATION NOTIFICATIONS							
Certification has been issued	This notification is triggered when a certification is received after the completion of any course. This trigger requires the [Re-certification and Retraining APP] to be active.	This is applied to all course that have a certification assigned to them.	At Time Of & After	[cert_title] [cert_description] [cert_expire_at] [cert_issued_on] [cert_item_name] [cert_item_type] [username] [first_name] [last_name] [user_email]	Users, Power users, Superadmins		
Certification has expired	This notification is triggered when a certification is approaching its due date. This trigger requires the [Re-certification and Retraining APP] to be active.	This is applied to all course that have a certification assigned to them.	Before & After	[cert_title] [cert_description] [cert_expire_at] [cert_issued_on] [cert_item_name] [cert_item_type] [renew_link] [username] [first_name] [last_name] [user_email]	Users, Power users, Superadmins		
GAMIFICATION NOTIFICATIONS							
Contest Completed	Triggers when a contest timeframe has elapsed. This trigger requires the [Gamification APP] to be active.	N/A	All	[contest_description] [contest_end_date] [contest_goal] [contest_link] [contest_name] [contest_start_date]	Users, Power Users, Superadmins		
New Contest Started	Triggers when an admin creates a new contest. This trigger requires the [Gamification APP] to be active.	N/A	All	[contest_description] [contest_end_date] [contest_goal] [contest_link] [contest_name] [contest_start_date]	Users, Power Users, Superadmins		
Superadministrator approved reward request	Triggers when a Superadmin approves a reward request submitted by a learner from inside the Rewards Marketplace.	N/A	At Time Of	[first_name] [last_name] [username] [reward_name] [reward_coins] [reward_request_date]	Users, Superadmins		

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Superadministrator rejected reward request	Triggers when a Superadmin rejects a reward request submitted by a learner from inside the Rewards Marketplace.	N/A	At Time Of	[first_name] [last_name] [username] [reward_name] [reward_coins] [reward_request_date]	Users, Superadmins		
User asked to redeem reward	Triggers when a user asks to redeem their coins for a reward in the Rewards Marketplace. The notification is sent to the Superadmin.	N/A	At Time Of	[first_name] [last_name] [username] [reward_name] [reward_coins] [reward_request_date]	Superadmins		
OTHER NOTIFICATIONS							
E-Commerce settings were changed	Triggered when an Admin updates the Ecommerce settings, any of them.	N/A	At Time Of, Before & After	[username] [first_name] [last_name] [user_email]	Superadmin		
Send an external notification	A notification type that can be triggered remotely from a third party using APIs. Must have the one of the following fields: Docebo User ID, Docebo username, and Docebo Unique User ID (UUID).	N/A	At Time Of	[username] [first_name] [last_name] [user_email] [user_password] [lms_link] [register_date] [verification_link] [course_name] [course_link] [expire_at] [session_name] [session_dates] [session_location] [webinar_session_details] [learningplan_code] [learningplan_name] [learningplan_user_validity_start] [learningplan_user_validity_end]	External	Used for the <i>Course has Changed</i> webhook for the Automation App.	
New Privacy Policy Version	Triggered when a new version of any privacy policy (default or not) is created in the platform.	N/A	At Time Of	[subdomain_name] [subdomain_uri] [user_email] [username]	Users, Power Users, Superadmins		Yes
New Terms & Conditions Version	Triggered when a new version of any terms & conditions (default or not) is created in the platform	N/A	At Time Of	[subdomain_name] [subdomain_uri] [user_email] [username]	Users, Power Users, Superadmins		
New Wire Transfer Transaction	This notification is sent to users selecting wire transfer as payment method for their purchase. It should include all the bank details needed by the user to complete the payment.	Any number of Courses (Elearning, ILT, Webinar, and Learning Plans)	At Time Of	[first_name] [last_name] [username] [order_receipt] [order_id] [subtotal] [discount] [total_paid] [company] [address] [state] [zip] [city] [country] [order_items] [bank_details] [transaction_deadline]	Users		
Wire transfer transaction cancelled	This notification is sent to users who purchased a course and paid via wire transfer, when their transaction is cancelled by a Superadmin	Any number of Courses (Elearning, ILT, Webinar, and Learning Plans)	At Time Of	[order_id] [order_receipt] [order_items] [username] [first_name] [last_name] [date_of_order_cancellation] [payment_date] [admin_who_cancelled]	Users		

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Wire transfer transaction marked as paid	This notification is sent to the users who purchased a course and paid via wire transfer as a confirmation that the payment has been received.	Any number of Courses (Elearning, ILT, Webinar, and Learning Plans)	At Time Of	[first_name] [last_name] [username] [order_receipt] [order_id] [subtotal] [discount] [total_paid] [company] [address] [state] [zip] [city] [country] [order_items] [admin_who_approved] [date_of_payment_accepted]	Users		
User modified his Privacy Policy preferences	Triggered when a user has changed changed their acceptance status for a privacy policy to which they are assigned	N/A	At Time Of	[username] [first_name] [last_name] [privacy_policy_name] [privacy_policy_version] [subdomain_name] [previous_answers] [current_answers]	Superadmins		
User modified his Terms & Conditions preferences	Triggered when a user has changed changed their acceptance status for the terms & conditions to which they are assigned	N/A	At Time Of	[username] [first_name] [last_name] [tc_name] [tc_version] [subdomain_name] [tc_previous_answer] [tc_current_answer]	Superadmins		
Your content tags are ready	Triggered when all of the content tags added to your assets by your platform's artificial intelligence are done generating	N/A	At Time Of	[tag_content_title] [tag_content_url] [tag_content_tags]	Users, Power Users, Superadmins, Instructors		
New Manager Observation Checklists to Complete	Triggered when a manager has a new observation checklist to complete for his/her team	N/A	At Time Of	N/A	Users, Managers, Power Users, Superadmins, Instructors		
New User Observation Checklists to Complete	Triggered when a user has a new observation checklist to complete for himself/herself	N/A	At Time Of	N/A	Users, Managers, Power Users, Superadmins, Instructors		
LEARNING PLAN NOTIFICATIONS							
Learner has completed a learning plan	Triggers when all courses in a learning plan have been marked as complete.	Any number of learning plans or courses that are within a learning plan	At Time Of	[first_name] [last_name] [username] [learningplan_name] [completed_at] [certificate_url]	Users, Power users, Instructor(s), Superadmins		
Learning Plan enrollment expiring	Notifies users and Superadmins when the end date for a learning plan is about to be or has passed.	Any number of learning plans or courses that are within a learning plan	Before & After	[learningplan_name] [first_name] [last_name] [username] [learningplan_user_validity_start] [learningplan_user_validity_end]	Users, Superadmins		
New Learning Plan created	Notifies Superadmins when a new learning plan has been created which contains any of the selected courses.	Any number of Courses (Elearning, ILT, Webinar, and Learning Plans)	At Time Of	[learningplan_name]	Superadmins		
New content in Learning Plan	Triggers when new content has been added to a learning plan.	Any number of Courses (Elearning, ILT, Webinar, and Learning Plans)	At Time Of	[learningplan_name]	Users, Power users, Superadmins		
New Course unlocked in a Learning Plan	Triggers when a user unlocks a course in a learning plan.	Any number of Learning Plans	At Time Of & After	[first_name] [last_name] [username] [course_name] [course_link]	Users, Power users, Instructor(s), Superadmins		
User was enrolled in a Learning Plan	Notifies the audience when a user has been enrolled to a Learning Plan.	Learning Plan	At Time Of	[first_name] [last_name] [username] [learningplan_name] [learningplan_url]	Users, Power users, Superadmins		

EVENT	DESCRIPTION	APPLICABLE COURSE TYPES	Time Triggers	AVAILABLE SHORTCODES	INTENDED AUDIENCES	Additional Notes	Template in Platform
User was unenrolled from a Learning Plan	Notifies the audience when a user has been unenrolled from a Learning Plan.	Learning Plan	At Time Of & After	[first_name] [last_name] [username] [learningplan_name]	Users, Power users, Superadmins		
FORUM NOTIFICATIONS							
New Comment	Triggers when a new comment is posted in the New Comment widget of courses. Only users who have commented before will receive this notification.	Any number of Courses (Elearning, ILT, Webinar, and Learning Plans)	At Time Of	[course_name] [forum_name] [thread_link] [forum_link] [comment]	Users, Power users, Instructor(s), Superadmins		
New discussion	Triggers when a new discussion has been created in a course forum.	Any number of Courses (Elearning, ILT, Webinar, and Learning Plans)	At Time Of	[forum_name] [thread_title] [thread_link] [forum_link] [first_name]	Users, Power users, Instructor(s), Superadmins		
New reply	Triggers when a user replies to a forum thread. Only users who have commented before on the thread will receive this notification.	Any number of Courses (Elearning, ILT, Webinar, and Learning Plans)	At Time Of	[forum_name] [thread_title] [thread_link] [forum_link]	Users, Power users, Instructor(s), Superadmins		Yes
BLOG NOTIFICATIONS							
New blog in course	Triggered whenever a user starts a new blog in a course.	Any number of Courses (Elearning, ILT, Webinar, and Learning Plans)	At Time Of	[course_name] [blog_writer] [blog_title] [blog_text] [date_published]	Users, Power users, Instructor(s), Superadmins		
New comment in My Blog	Triggers when a user comments on another user's blog. This will send to the owner of the blog.	N/A	At Time Of	[comment_user] [blog_title] [comment] [date_published]	Users		
New comment in course blog	Triggers when a user comments on a course blog.	Any number of Courses (Elearning, ILT, Webinar, and Learning Plans)	At Time Of	[course_name] [blog_writer] [comment_user] [blog_title] [blog_text] [comment] [date_published]	Users, Power users, Instructor(s), Superadmins		
USER NOTIFICATIONS							
Newsletter Sent	Triggers when a newsletter is sent by an Admin.	N/A	At Time Of	[first_name] [last_name] [username]	Users, Power Users, Superadmins		
User approval	Triggers when an Admin or Power User approves a users registration to a course from the course waitlist	Elearning, ILT, Webinar	At Time Of	[first_name] [last_name] [username] [course_name] [course_link]	Users, Power users, Superadmins, Instructor		
User email address must be verified	Triggers when the <i>Send Email verification at first login</i> option in the Users tab and the <i>Do Not Send confirmation email at self-registration</i> option in the Self Registration tab in the Advanced Settings area are flagged. The registration type for the user does not matter for this notification.	N/A	At Time Of	[first_name] [last_name] [username] [user_email] [lms_link] [verification_link]	Users, Power Users, Superadmins		
User has been created (by administrator)	Triggers when an admin creates a new user account.	N/A	At Time Of & After	[first_name] [last_name] [username] [user_email] [user_password] [lms_link] [register_date] [verification_link] [uuid] [first_multidomain]	Users, Power users, Superadmins		Yes
User has been created (confirmed registration)	Triggers when an Admin or Power User approves a user's registration to the platform from the Users Pending Approval list.	N/A	At Time Of	[first_name] [last_name] [username] [user_email] [lms_link] [uuid] [first_multidomain] [user_password]	Users, Power users, Superadmins		Yes

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User has been deleted	Triggers when an admin or a power user deletes an account.	N/A	At Time Of	[first_name] [last_name] [username]	Superadmins		
User has been modified	Triggers when the <i>Update</i> button is pressed when editing a user profile.	N/A	At Time Of	[first_name] [last_name] [username] [user_email]	Users, Power users, Superadmins		
User has been removed from a group	Triggers when an admin or power user removes a user from a group.	N/A	At Time Of	[first_name] [last_name] [username] [group_name] [group_id]	Users, Power users, Superadmins		
User has never logged in	Notifies the audience that a new user has never logged into the platform	N/A	After	[first_name] [last_name] [username] [user_email] [lms_link] [register_date]	Users, Power users, Superadmins		
User has not logged in (in a specific time period)	Notifies the audience that a user hasn't logged in during a specific period of time (set up during the notification)	N/A	After	[first_name] [last_name] [username] [user_email] [lms_link] [register_date] [last_access_date]	Users, Power users, Superadmins		
User subscribed to a group	Notifies the audience that a user has been added to a group.	N/A	At Time Of	[first_name] [last_name] [username] [group_name] [group_id]	Users, Power users, Superadmins		
SUBSCRIPTION PLANS							
Subscription bundle has been changed	Triggers when the subscription bundle currently in use has changed	N/A	At Time Of	[bundle_name] [bundle_code] [bundle_description] [bundle_type] [catalog_list] [plan_list]	Power Users, Superadmins		
Subscription bundle has been created	Notifies the audience that a new subscription bundle is available.	N/A	At Time Of	[bundle_name] [bundle_code] [bundle_description] [bundle_type] [catalog_list] [plan_list]	Power Users, Superadmins		
Subscription bundle has been purchased	Notifies the audience that a subscription bundle has been purchased	N/A	At Time Of	[purchase_date] [transaction_code] [expiration_date] [bundle_name] [type] [capacity] [price] [note] [plan_name] [sold_to]	Users, Power users, Superadmins		
Subscription plan has expired	Notifies the audience that the subscription plan has expired	N/A	Before & After	[purchase_date] [transaction_code] [expiration_date] [bundle_name] [type] [capacity] [price] [note] [plan_name] [sold_to]	Users, Power users, Superadmins		
Subscription record has almost exhausted capacity	Notifies the audience that the subscription plan capacity is almost over	N/A	At Time Of	[purchase_date] [transaction_code] [expiration_date] [bundle_name] [type] [capacity] [used_capacity] [remaining_capacity] [price] [note] [plan_name] [sold_to]	Power Users, Superadmins		

EVENT	DESCRIPTION	APPLICABLE COURSE TYPES	Time Triggers	AVAILABLE SHORTCODES	INTENDED AUDIENCES	Additional Notes	Template in Platform
Subscription record has exceeded capacity	Notifies the audience that the subscription plan capacity is over.	N/A	At Time Of	[purchase_date] [transaction_code] [expiration_date] [bundle_name] [type] [capacity] [used_capacity] [remaining_capacity] [price] [note] [plan_name] [sold_to]	Power Users, Superadmins		
COACH & SHARE NOTIFICATIONS							
Answer marked as Best Answer	Triggers when a user marks an answer as the best answer for a particular question. The owner of the answer will receive the notification.	N/A	At Time Of	[app7020_owner_question] [app7020_question_url]	The owner of the answer will receive the notification.		
Answer deleted by Superadmin	Triggers when a Superadmin deletes an answer. The owner of the answer will receive the notification.	N/A	At Time Of	[app7020_super_admin] [app7020_content_title]	The owner of the answer will receive the notification.		
Asset deleted by Contributor	Triggers when an owner deletes his or her own asset. If the asset was published in a channel that requires peer review, all Experts of that channel will receive the notification.	N/A	At Time Of	[app7020_owner_content] [app7020_content_title]	If the asset was published in a channel that requires peer review, all Experts of that channel will receive the notification.		
Digest: Assets Marked as Outdated	Triggered when an asset is marked as outdated by a user. The owner of the content will receive the notification.	N/A	Every	[marked_count] [marked_content]	The owner of the content will receive the notification.		
Mentioned in Answer	Triggers when a user is mentioned in an answer. The mentioned user(s) will receive the notification.	N/A	At Time Of	[app7020_first_name] [app7020_owner_mention] [app7020_owner_mention_avatar] [app7020_question_url_page] [app7020_question_title]	The mentioned user(s) will receive the notification.		Yes
New Asset to Review	Triggers when a new asset is ready to be published. The notification will be sent to the Expert(s) of the channel that needs to review the asset.	N/A	At Time Of	[first_name] [app7020_asset_author] [app7020_asset_title] [app7020_asset_thumb] [app7020_user_email] [app7020_asset_url] [app7020_user_avatar]	The notification will be sent to the Expert(s) of the channel that needs to review the asset.		Yes
New Content's Question to Expert	Triggered when a user asks a question and flags the option to receive a knowledge asset in the answer. When this option is flagged, the user must assign a channel to the question. Thus, the notification will be sent to the Expert(s) of the assigned channel.	N/A	At Time Of	[app7020_question_title] [app7020_owner_question] [app7020_question_url] [app7020_content_url] [app7020_content_title]	The notification will be sent to the Expert(s) of the assigned channel.		
New Question to Expert	Triggered when a user submitted a question assigned to a channel. The notification is sent to all Experts of that channel.	N/A	At Time Of	[app7020_question_title] [app7020_owner_question] [app7020_question_url] [app7020_owner_question_avatar] [app7020_email_users] [app7020_first_name]	The notification is sent to all Experts of that channel.		Yes
New to Watch Invitation	Triggered when a user invites user(s) to watch the new content. This notification is sent to all invited users.	N/A	At Time Of	[first_name] [app7020_content_title] [app7020_content_url] [app7020_content_thumb] [app7020_inviter_name] [app7020_inviter_avatar] [app7020_content_thumb_original]	This notification is sent to all invited users.		Yes
New Answer for a Question	Triggered when a user or Expert answers a question. This notification is sent to the owner of the question.	N/A	At Time Of	[app7020_owner_answer] [app7020_question_url] [app7020_answer_owner_avatar] [app7020_owner_question] [app7020_answer_title] [app7020_question_owner_email]	This notification is sent to the owner of the question.		Yes
New Channel Assignment	Triggered when an Expert is assigned to a channel. The notification is sent to the new expert.	N/A	At Time Of	[app7020_super_admin] [app7020_channel_name]	The notification is sent to the new expert.		
New Content Published	Triggered when an Expert or Superadmin publishes new content. This notification is triggered when a user uploads an asset into a channel that requires peer review, then the Expert of that channel reviews and publishes the content.	N/A	At Time Of	[app7020_content_title] [app7020_content_url] [app7020_publisher]	Superadmin, and the owner of the asset.		Yes
New Content Uploaded	Triggered when a user uploads and publishes new content in a channel that does not require peer review. If the channel has an expert (without peer review), the notification is sent to the Expert.	N/A	At Time Of	[app7020_content_title] [app7020_content_url] [app7020_publisher]	If the channel has an expert (without peer review), the notification is sent to the Expert.		

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New Peer Review	Triggered when the owner of the content, an Expert, or a Superadmin adds a peer view message to the content, regardless of whether the content is published or not. This notification is only triggered one time per day, regardless of the amount of peer review messages in a day. The notification is sent to the owner and all users (Experts or Superadmins) involved in the peer review message.	N/A	At Time Of	[app7020_content_title] [app7020_content_url] [app7020_peer_review_body] [app7020_owner_peer_review] [first_name]	The notification is sent to the owner and all users (Experts or Superadmins) involved in the peer review message.		Yes
New Tooltip Added	Triggered when the owner, Expert, or Superadmin adds a tooltip to content, regardless of whether the content is published or not. This notification is only triggered one time per day, regardless of the amount of peer review messages in a day.	N/A	At Time Of	[app7020_tooltip_owner] [app7020_tooltip_body] [app7020_tooltip_position] [app7020_content_title] [app7020_content_url]	Superadmin, all Experts and owner.		