

EVENT	DESCRIPTION	APPLICABLE COURSE TYPES	TIME TRIGGERS	AVAILABLE SHORTCODES	RECIPIENTS	ADDITIONAL NOTES	TEMPLATE AVAILABLE	VISIBLE TO POWER USERS
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			
Decommissioned Courses	Notification automatically sent 60 days before the course is decommissioned in Docebo Content	Docebo Content Courses	At Time Of	[first_name] [last_name] [decommissioned_courses_list]	Superadmins	The notification time trigger is at time of, but it is actually sent 60 days before the content is decommissioned.	Yes	No
Digest: Course has expired	Triggers when a number of courses in which a user is enrolled are going to expire.	Any number of Courses (Elearning, ILT, Webinar)	Every	[first_name] [last_name] [username] [course_name] [course_link] [subscribed_at] [expire_at] [reset_pwd_link] [course_saml_link]	Users, Power users, Instructor(s), Superadmins	When using shortcodes related to the elements belonging to the list of items reported in this notification, enclose them between {items} and {/items} . Other shortcodes can be left outside those tags.	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.			
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. When using shortcodes related to the elements belonging to the list of items reported in this notification, enclose them between {items} and {/items} . Other shortcodes can be left outside those tags.	Yes	

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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. When using shortcodes related to the elements belonging to the list of items reported in this notification, enclose them between {items} and /items} . Other shortcodes can be left outside those tags. In the Advanced tab of the Advanced Settings area of the platform (Admin Menu, Advanced Settings item), flag the Send immediate notification digest on massive enrollment action option to send an immediate notification digest for a massive enrollment action in your platform. When this option is selected the notification cannot be scheduled, and you will have to send it manually. When this option is not selected, the notification has to be scheduled, and cannot be sent manually.	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] [calendar_sync_url] [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] [calendar_sync_url] [course_saml_link]	Users, Power users, Instructor(s), Superadmins			No
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] [calendar_sync_url] [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]	Users, Power users, 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. The notification is sent to Power Users only if both the learner and the completed course are assigned to the Power User.	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 learner 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]				
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	Triggers each time an ILT session is created by a Superadmin or power user. Sends to all users subscribed to the course.	ILT/Classroom	At Time Of	[first_name] [last_name] [course_name] [course_link] [session_name] [session_dates] [calendar_attachment] [calendar_sync_url]	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			No
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] [calendar_sync_url] [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. Please note that this does not apply to moderated self-enrollment.	ILT/Classroom	At Time Of	[session_name] [session_dates] [session_location] [session_classroom] [course_link] [first_name] [last_name] [course_name] [calendar_attachment] [calendar_sync_url]	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] [sso_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] [calendar_sync_url]	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			No
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] [calendar_sync_url] [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] [calendar_sync_url]	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] [calendar_sync_url] [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] [calendar_sync_url] [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] [calendar_sync_url]	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] [calendar_sync_url] [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] [calendar_sync_url] [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] [calendar_sync_url] [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] [calendar_sync_url] [webinar_tool] [webinar_session_details]	Power users, Superadmins			No
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] [calendar_sync_url] [webinar_tool]	Users, Power users, Instructor(s), Superadmins			
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] [calendar_sync_url] [webinar_tool] [webinar_session_details]	Users, Power users, Instructor(s), Superadmins			

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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			No
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			No
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			No
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			No
Superadmin approved the 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			
Superadmin rejected the 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 a 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			No

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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			No
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. The [user_password] shortcode will be substituted by the <i>Reset Your Password</i> link in the notification.		
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_url] [user_email] [username]	Users, Power Users, Superadmins		Yes	No
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_url] [user_email] [username]	Users, Power Users, Superadmins			No
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			No
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			No
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			No
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			No

EVENT	DESCRIPTION	APPLICABLE COURSE TYPES	TIME TRIGGERS	AVAILABLE SHORTCODES	RECIPIENTS	ADDITIONAL NOTES	TEMPLATE AVAILABLE	VISIBLE TO POWER USERS
User modified his Terms & Conditions preferences	Triggered when a user has 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			No
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			No
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			No
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			No
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			
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	
OBSERVATION CHECKLISTS								
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	Managers, Power Users, Superadmins, Instructors			
New Observation Checklist to Approve	Triggered when a managers or a user has an observation checklist to approve	N/A	At Time Of	N/A	Users, Managers, Power Users, Superadmins, Instructors			
New Peer Observation Checklists to Complete	Triggered when a user has a new observation checklist to complete for another peer user in the platform	N/A	At Time Of	N/A	Users, Managers, Power Users, Superadmins, Instructors			
New Self 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			

EVENT	DESCRIPTION	APPLICABLE COURSE TYPES	TIME TRIGGERS	AVAILABLE SHORTCODES	RECIPIENTS	ADDITIONAL NOTES	TEMPLATE AVAILABLE	VISIBLE TO POWER USERS
Observation Checklist Approved	Triggers when the user or manager in charge of the approval process for a checklist approves it. Notifies the user who has completed the checklist that it has been approved.	N/A	At Time Of	N/A	Users, Managers, Power Users, Superadmins, Instructors			
Observation Checklist Rejected	Triggers when the user or manager in charge of the approval process for a checklist rejects it. Notifies the user who has completed the checklist that it has been rejected, but he or she can correct the responses given.	N/A	At Time Of	N/A	Users, Managers, Power Users, Superadmins, Instructors			
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_text] [comment] [date_published]	Users			No
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			No
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 <i>Users</i> tab is enabled and the user's email is not verified when the user logs into the platform OR when a user is updated and the email is not verified. 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	The [user_password] shortcode will be substituted by the <i>Reset Your Password</i> link in the notification.	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	The [user_password] shortcode will be substituted by the <i>Reset Your Password</i> link in the notification.	Yes	
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 upser 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			

EVENT	DESCRIPTION	APPLICABLE COURSE TYPES	TIME TRIGGERS	AVAILABLE SHORTCODES	RECIPIENTS	ADDITIONAL NOTES	TEMPLATE AVAILABLE	VISIBLE TO POWER USERS
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] [ms_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			No
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			No
Subscription plan has been purchased	Notifies the audience that a subscription plan 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	This notification is always sent also to Superadmins, independently from the selected recipient set for the notification.		No
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			No
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			No
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			No
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.			No
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.			No
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.			No
Asset deleted by Superadmin	Triggers when a Superadmin deletes an asset. The owner of the asset will receive the notification.	N/A	At Time Of	[app7020_super_admin] [app7020_content_title]	The owner of the asset will receive the notification.			No

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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.			
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	No
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.			No
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	No
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	No
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	No
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.			No
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	No
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.			No
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	No
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.			No