Putting the Pieces Together

As a Training Coordinator, you have the ability to utilize custom notification templates for your courses/events. You’ll first need to request the custom template(s) to be built by the BIS team. Once the template(s) are built, you have the ability to select which templates are used for your specific courses/events.

Custom templates can be created for the following course/event notification types:

- User registered to course (or event)
- User unregistered from course (or event)
- Course (or event) updated
- Event cancelled
- Event reinstated
- User added to (or removed from) waitlist
- New user event in waitlist
- Manager approval (or approved/denied)
- Event reminder
- Event Completion Deadline reminder
- End of Event
- Event (Past Deadline) Completion Deadline reminder

Roles and Responsibilities

In order to complete these steps, you must have Training Coordinator access within Learning Space.

Which Outcome to Expect

This guide will guide you through submitting a ticket in the BIS Customer Support Portal to request custom notification template(s), and walk you through the steps to enable the custom templates on your specific courses/events once they have been built.

Where to Find Additional Resources

For step-by-step guides on how to complete other tasks within Learning Space, check out the Learning Space Resource Center on The Commons.

Who to Contact

For questions about this process, please contact BIS at ProductionSupport_BIS@dpsk12.org.
To Request Custom Notification Template(s):

- Submit a ticket in the BIS Customer Support Portal with the following information:
  - Which notification type you would like a template created for.
    (All available notification types are listed on the front page of this guide)
  - Exact language for the Subject Line
  - Exact language for the Body of the message
    (See the note below for additional customization options)
  - If the notification should go to the user only, or if their Manager should be copied via CC or BCC

Note: The following tags can be used within the body of the mail message to customize the text by pulling data directly from fields within Learning Space:

#FIRST_NAME#, #LAST_NAME#, #COURSE_NAME#, #COURSE_LONG_DESCRIPTION#, #COURSE_OBJECTIVES#, #EVENT_NAME#, #EVENT_INFO#, #NOTES#, #REGISTRATION_START#, #REGISTRATION_END#, #SELF_CANCELDENDLINE#, #DATETIME#, #DATE#, #TIME#, #ENROLLMENT#, #CANCELLATION#, #CLASSROOM_START#, #CLASSROOM_END#, #FACILITY_LOCATIONS#, #INSTRUCTORS#, #EVENT_SESSION_DESCRIPTION#

To Enable a Custom Notification Template:

* After your BIS ticket is closed and you’ve received confirmation that your template(s) have been created

From the upper-left of the Learning Space home page, click on the Learner (a) dropdown under your name, then select Administrator (b).
From administrator view, click **Courses (a)** on the left.

Using the course filter (a), locate the course you’d like to customize notifications for, then click Apply. Once you’ve found the course, click on the course (b) to open it.

Click on the **General Options (a)** tab. Then, click on **Select Notification Template (b)**.
• Using the **Notification Template Name** dropdown at the top of the page, select ‘Custom’.

• Locate the Notification Type that your template was created for. Then, using the **dropdown to the right**, select ‘System’.

  Note: You will never select ‘Custom’ at this step, but you can select ‘Disabled’ if you want to turn that notification type off for this course.
• In the **second dropdown** that appears, select the name of your notification template **(a)**.

Note: Your template will only be visible within the dropdown for the Notification Type it was created for. Templates cannot be used across multiple Notification Types.

• Then, click the **Save (b)** button. A confirmation message will appear confirming your changes were saved successfully.

• Your custom notification will now be active.