

Train the Trainer Modules: Campus Community

6.11 Manage Communications (3Cs)

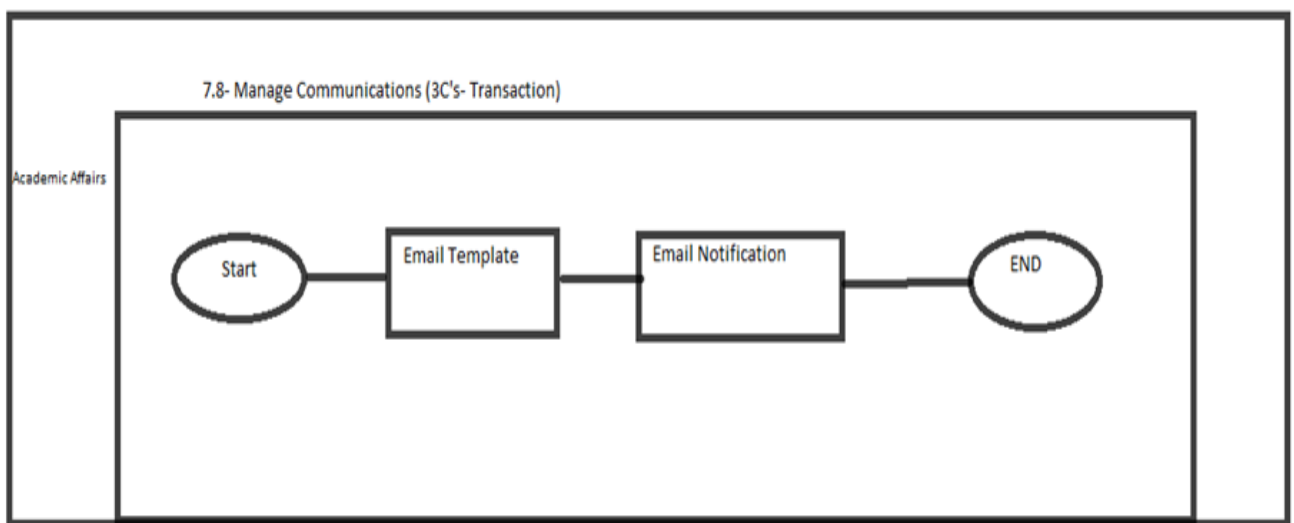
Introduction

A module to manage communications and this training will help you to fully understand all the steps how to communications (like SMS/Email) in KSAU-SIS.

Understanding the Manage Communications

Manage Communications deals with managing and maintaining communication facilities. In managing communications, there are many phases like defining email templates, creating and sending email notifications etc. All these components help to manage communication within organization.

Business Process Map



A. Email Template

Go to page:Main Menu -> Email Notification->Email Template

The screenshot shows a web-based interface for configuring an email template. At the top, it says 'Template' and 'Find | View All First 1 of 1 Last'. Below this, there are several fields and controls: '*Effective Date:' with a date picker set to '01/29/1435'; '*Status:' with a dropdown menu set to 'Active'; and a checked checkbox for 'Is HTML Template'. The 'Email Subject:' field contains the text 'Email Notification'. The 'Template:' field contains the following HTML-formatted text: 'Dear Student,
 This is a test email generated to check the email notification utility.
 Your student ID is <?1?>
 Regards
 KSAU'. There are small icons for adding and deleting templates on the right side of the subject and template fields.

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Effective Date: From which this template is Active/Inactive

Status: Active/Inactive

Is HTML Template: Check to support HTML tags.

Email Subject: Subject of Email

Template: The structure of email which will include this template.

➤ **How to "Set Email Template"?**

Pre-Requisites:

The following pre-requisites must be fulfilled before checklist assignment

- Query for Template Creation must exist.

Execution Steps:

Business Role: Academic Affairs Officer (Username: "KS_AAO", Password: "123")

1. Login to system using your credentials
2. Go to page:Main Menu -> Email Notification->Email Template
3. Click on Search Button to find existing Templates
Or
Click on "Add a New Value" tab and add following values:
Query Name: Select query for template creation
Template ID: set Template id.

Click "Add" button.

4. On "Email Template" page, enter following:

Effective Date: Enter date.

Status: set Active

Email Subject: Enter Subject of Email

Template: Enter template format

Check the box "is HTML Template".

5. Click "Save".

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B. Email Notification

Go to page:Main Menu -> Email Notification->Email Notification

Email Notify

Run Control ID: 30 [Report Manager](#) [Process Monitor](#) [Run](#)

Population Selection

Selection Tool: PS Query
Query Name: KS_EMAIL_NOTIFICATION_QRY [Preview Selection Results](#)

Type email addresses in the CC, or BCC fields, using a coma as a separator.

CC: ali@ksau.com

BCC: jafar@ksau.com

Template ID: TEMPLATE 2 Is HTML Template SMS/Email Email

Email Subject: Email Notification

Attached File	View	Add Attachment	
1	View	Add Attachment	

Template: Dear Student,

This is a test email generated to check the email notification utility.

Selection Tool Choose from dropdown.

Query Name Query Name in which you generated your email template.

CC/BCC Enter email addresses you want to send this email to.

Template Id Select a template id for email template.

Add Attachment Select file(s) to send along with email.

➤ **How to manage "Email Notification"?**

Pre-Requisites:

The following pre-requisites must be fulfilled before checklist assignment

- Email Template should exist in System.
- Email Query must exist.

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Execution Steps:

Business Role: Academic Affairs Officer (Username: "KS_AAO", Password: "123")

1. Login to system using your credentials
2. Go to page: Main Menu -> Email Notification->Email Notification
3. Enter Run Control ID and click 'Search'. This will display the search results. If no search result is displayed, please modify the search parameters.
OR

Click on the "Add a New Value" tab, enter a new Run Control to track your Process. Then click "Add" to open the page.

4. On "Email Notify" page, enter following:

Selection Tool: Select PS_Query as selection tool

Query Name: Select the query.

Template ID: set template ID.

5. Use "Attach File" menu to attach any file in Email.
6. Click "Save"