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## **I. Overview**

Notifications are messages that the system sends to learners, instructors, managers and administrators to provide them with reminders or alert them to changes to aspects of the system that might affect them. There are 61 active notifications in SLMS. These 61 notifications fall into different notification categories.

This document provides an overview of:

- Different variables used in each notification template.
- Notification events
- Notification templates

## II. Template Variables

Below is the list of variables available for use, based on Notification Category. Template variables are used within the subject or message text. The following additional variables can be used in any template: %Date, %DateTime, %Time, %ServerTime, %EmailAddress, %NotificationPriority, %NotificationToList, %NotificationCCList.

<b>Variable Name</b>	<b>Description</b>	<b>Notification Category</b>
%ACT_CODE	Activity Code	Enrollment, Catalog, Learning Request
%ACT_CODES	Activity Code	Calendar
%END_DT	Activity End Date	Catalog
%ACT_NOTES	Activity Notes	Enrollment
%ST_DT	Activity Start Date	Catalog
%ACT_TITLE	Activity Title	Catalog
%ADMIN_APPR_URL	Administrator Approvals URL	Enrollment, Certification
%APPR_DISP_NAME	Administrator Display Name	Certification, Learning Request
%ADM_FIRST_NAME	Administrator First Name	Learning Request
%ADMIN_NAME	Administrator Name	Calendar
%APPR_DISP_NAME	Approver Display Name	Enrollment, Certification
%APPR_FIRST_NAME	Approver First Name	Enrollment, Supplemental, Certification
%APPR_LAST_NAME	Approver Last Name	Enrollment, Supplemental, Certification
%REF_URL	Associated URL	Enrollment, Supplemental, Certification, Learning Request
%CI_LONG_NAME	Catalog Item Long Name	Enrollment, Catalog, Learning Request
%CITY	City	Enrollment
%CONTACT_EMAIL	Contact Us Email	Enrollment, Supplemental, Certification
%CI_COURSE_CODE	Course Code	Catalog
%DEL_TYPE	Delivery Type	Enrollment, Catalog, Learning Request
%END_DT	End Date	Enrollment, Supplemental
%ENR_EXP_DT	Enrollment Expiration Date	Catalog
%ENROLL_ID	Enrollment ID	Enrollment
%ENROLL_STS	Enrollment Status	Enrollment
%EQUIV_ACTS	Equivalent Activities	Supplemental
%EQUIV_OBJVS	Equivalent Objectives	Supplemental
%EQUIV_PROGS	Equivalents Programs	Supplemental
%EXP_DT	Expiration Date	Certification
%FACILITY	Facility	Enrollment
%LAST_DROP_DT	Last Permitted Drop Date	Enrollment
%LRNR_DISP_NAME	Learner Display Name	Enrollment, Supplemental, Certification, Learning Request
%LRNR_FIRST_NAME	Learner First Name	Enrollment, Supplemental, Learning Request
%LRNR_LAST_NAME	Learner Last Name	Enrollment, Supplemental, Certification
%LRN_HOME_URL	Learning Home URL	Learning Request
%TRN_TYPE	Learning Type	Supplemental
%MIN_ENRLMT	Minimum Enrollment	Catalog
%ENR_FAIL	Number of failed enrollments	Enrollment, Certification
%NBR_LRNRS	Number of Learners	Catalog
%SEATS_REQ	Number of seats requested	Learning Request
%ENR_SUCCESS	Number of successful enrollments	Enrollment, Certification

<b>Variable Name</b>	<b>Description</b>	<b>Notification Category</b>
%WAITLIST_EXCS	Number waitlisted in excess of threshold	Learning Request
%PRG_CODE	Program Code	Certification
%PRG_LONG_NAME	Program Long Name	Certification
%PRG_REG_ID	Program Registration ID	Certification
%STATUS	Program Status	Certification
%PRG_TYPE	Program Type	Certification
%REASON	Reason	Enrollment
%REASON_CODE	Reason Code	Certification
%RECERT_DT	Recertification Date	Certification
%COMMENTS	Related Comments	Enrollment
%REQ_DISP_NAME	Requester Display Name	Enrollment, Certification
%REQ_FIRST_NAME	Requester First Name	Enrollment, Certification
%REQ_LAST_NAME	Requester Last Name	Enrollment, Certification
%ROOM	Room	Enrollment
%SESS_END_DT	Session End Date	Enrollment, Catalog
%SESS_END_TM	Session End Time	Enrollment, Catalog
%SESS_INFO	Session Info Block	Catalog
%SESS_LOC	Session Location	Catalog
%SESS_ST_DT	Session Start Date	Catalog
%SESS_ST_TM	Session Start Time	Catalog
%ST_DT	Start Date	Enrollment, Supplemental
%STATE	State	Enrollment
%TARGET_COMP_DT	Target Completion Date	Enrollment, Certification
%TIME_ZONE	Time Zone	Enrollment
%TIMEZONE	Time Zone	Catalog
%TRN_NAME	Training Name	Supplemental
%WAITLIST_ID	Waitlist ID Number	Enrollment
%WARN_DAYS	Warning Period Days	Catalog

### III. Notification Categories

Notifications that are sent by the Statewide Learning Management System (SLMS) fall into one of six categories. These system delivered notifications inform learners, managers, instructors and administrators about different events that occur within SLMS. Below is a list of all current notifications used by SLMS, divided by notification category.

#### A. Calendar Notification

**Template Name:** LM\_CALENDAR

**Description:** Process Calendar

**Trigger:** When the Process Calendar batch process fails, Administrators are notified for their Activity.

**Subject:** Process Calendar Batch Failure Notice

**Message Text:**

Dear %ADMIN\_NAME,

The Process Calendar batch process failed to publish and mark learner calendars for your activity.

Activity code list:

%ACT\_CODES

You may submit the Process Calendar process to run manually. The system will process all the records in the batch file.

Please do not respond to this email.

Thank you

## B. Catalog Notifications

**Template Name:** LM\_ACT\_MINEN

**Description:** Activity Min Enrollment

**Trigger:** When the Minimum Enrollment is not met for an Activity.

**Subject:** Minimum Enrollment not met for Activity %ACT\_CODE - %CI\_LONG\_NAME

**Message Text:**

The Minimum Enrollment of %MIN\_ENRLMT learners was not met for Activity %CI\_LONG\_NAME (%ACT\_CODE). The Activity is scheduled to start %ST\_DT.

**Template Name:** LM\_CS\_CI\_UPDATE

**Description:** Catalog Item Update

**Trigger:** Used in notifying the owner of a Catalog Item when it has been updated

**Subject:** Catalog Item %CI\_COURSE\_CODE has been updated

**Message Text:**

Catalog Item %CI\_COURSE\_CODE, %CI\_LONG\_NAME, has been updated.

**Template Name:** NY\_LM\_ACT\_INST\_RMNDR

**Description:** Activity Start Reminder – Instructor

**Trigger:** Reminds activity instructors that the activity is scheduled to start soon.

**Subject:** Activity Start Reminder for %CI\_LONG\_NAME, %ACT\_CODE

**Message Text:**

This is a reminder for your upcoming activity.

Course: %CI\_LONG\_NAME

Activity Code: %ACT\_CODE

Start Date: %ST\_DT

End Date: %END\_DT

---Session Information---

%SESS\_INFO

Number of Learners: %NBR\_LRNRS

Reasonable accommodations are available, upon request, in all aspects of state training, consistent with the Americans with Disabilities Act and the New York

State Human Rights Law, to ensure that every individual is able to gain maximum benefit from the training experience.

If you require a reasonable accommodation to participate in this training, either contact Barbara Oddy of the Governor's Office of Employee Relations at [Barbara.Oddy@goer.ny.gov](mailto:Barbara.Oddy@goer.ny.gov) or (518) 474-6772; or go to your My Learning Page at %REF\_URL and click the details link for this activity to view the attachment for "Reasonable Accommodations."

Please do not respond to this email. If you have any questions, you may contact [SLMSHelpdesk@goer.ny.gov](mailto:SLMSHelpdesk@goer.ny.gov).

Thank you.  
Statewide Learning Management System

**Template Name:** NY\_LM\_ACT\_INST\_SCHED

**Description:** Activity Scheduled for Instructor

**Trigger:** An Instructor is assigned to teach a session for a learning activity.

**Subject:** New Activity Scheduled for %CI\_LONG\_NAME, %ACT\_CODE, %ST\_DT

**Message Text:**

The following activity has been added to your schedule.

Course: %CI\_LONG\_NAME  
Activity Code: %ACT\_CODE  
Start Date: %ST\_DT  
End Date: %END\_DT

---Session Information---  
%SESS\_INFO

Reasonable accommodations are available, upon request, in all aspects of state training, consistent with the Americans with Disabilities Act and the New York State Human Rights Law, to ensure that every individual is able to gain maximum benefit from the training experience.

If you require a reasonable accommodation to participate in this training, either contact Barbara Oddy of the Governor's Office of Employee Relations at [Barbara.Oddy@goer.ny.gov](mailto:Barbara.Oddy@goer.ny.gov) or (518) 474-6772; or go to your My Learning Page at %REF\_URL and click the details link for this activity to view the attachment for "Reasonable Accommodations."

Please do not respond to this email. If you have any questions, you may contact [SLMSHelpdesk@goer.ny.gov](mailto:SLMSHelpdesk@goer.ny.gov).

Thank you.  
Statewide Learning Management System

**Template Name:** NY\_LM\_ACT\_LRNP

**Description:** Learning Period Expiration

**Trigger:** When the number of days before the learning period end date has been met as defined in the Send Warning field on the Activity Details page, or when the activity end date has been met, as defined on the Activity Details page, whichever comes first.

**Subject:** Reminder: The learning period for the activity %CI\_LONG\_NAME will expire in %WARN\_DAYS day(s).

**Message Text:**

This is a notification to remind you that the learning period for:

Activity Title: %CI\_LONG\_NAME

Activity Code: %ACT\_CODE

Will expire in: %WARN\_DAYS day(s).

Please complete this learning activity by %ENR\_EXP\_DT.

Please do not respond to this email. If you have any questions, you may contact SLMSHelpdesk@goer.ny.gov.

Thank you.

Statewide Learning Management System

**Template Name:** NY\_LM\_ACT\_RMNDR

**Description:** Activity Start Reminder

**Trigger:** The current date is either equal to the activity reminder date or to the Start Date minus the reminder days, depending on how you set it up in the Start Reminder group box on the Activity Details page.

**Subject:** Activity Start Reminder for %CI\_LONG\_NAME, %ST\_DT

**Message Text:**

Activity Reminder:

Activity: %CI\_LONG\_NAME

Activity Code: %ACT\_CODE

Start Date: %ST\_DT.

---Session Information---

%SESS\_INFO

In the event you are unable to participate, you must drop your enrollment online.

Reasonable accommodations are available, upon request, in all aspects of state training, consistent with the Americans with Disabilities Act and the New York State Human Rights Law, to ensure that every individual is able to gain maximum benefit from the training experience.

If you require a reasonable accommodation to participate in this training, either contact Barbara Oddy of the Governor's Office of Employee Relations at [Barbara.Oddy@goer.ny.gov](mailto:Barbara.Oddy@goer.ny.gov) or (518) 474-6772; or go to your My Learning Page at %REF\_URL and click the details link for this activity to view the attachment for "Reasonable Accommodations."

Please do not respond to this email. If you have any questions, you may contact [SLMSHelpdesk@goer.ny.gov](mailto:SLMSHelpdesk@goer.ny.gov).

Thank you.  
Statewide Learning Management System

### C. Certification Notifications

**Template Name:** NY\_LM\_LECR\_CERT\_EXPIRE

**Description:** New Program Requirement Expire

**Trigger:** A Program's requirements have changed and the Update check box is selected before the program is saved.

**Subject:** New Program Requirement - %PRG\_LONG\_NAME for %LRNR\_DISP\_NAME

**Message Text:**

Dear %LRNR\_DISP\_NAME,

New program requirements have been added to "%PRG\_LONG\_NAME." The new requirements must be completed along with the existing requirements for the program. More details about these requirements are available on your My Learning page: %REF\_URL.

Please do not respond to this email. If you have any questions, you may contact %CONTACT\_EMAIL.

Thank you.

Statewide Learning Management System

**Template Name:** NY\_LM\_LECR\_CERT\_EXPR

**Description:** Expire Cert Notification

**Trigger:** An administrator changes the status of a certification to Expired or the current date is equal to the end of the grace period.

**Subject:** Expiration Notification for %PRG\_LONG\_NAME for %LRNR\_DISP\_NAME

**Message Text:**

Dear %LRNR\_DISP\_NAME,

The following certification program has expired:

Program: %PRG\_LONG\_NAME

For: %LRNR\_DISP\_NAME

Program code: %PRG\_CODE

Expired on: %EXP\_DT

You can regain certified status by completing a recertification program by %RECERT\_DT.

You can find and register for the re-certification program from your My Learning page %REF\_URL.

Please do not respond to this notification. If you have any questions, you may contact %CONTACT\_EMAIL.

Thank you.  
Statewide Learning Management System

**Template Name:** NY\_LM\_LECR\_CERT\_ISSUE

**Description:** Issue Certification

**Trigger:** An administrator issues a certification using a status of Complete.

**Subject:** The certification for %PRG\_LONG\_NAME has been issued to %LRNR\_DISP\_NAME

**Message Text:**

Dear %LRNR\_DISP\_NAME,

The certification for %PRG\_LONG\_NAME has been issued to %LRNR\_DISP\_NAME. You may go to your learning home page to review the program details.

Please do not respond to this email. If you have any questions, you may contact %CONTACT\_EMAIL.

Thank you.  
Statewide Learning Management System

**Template Name:** NY\_LM\_LECR\_CERT\_REISSUE

**Description:** Reissue Certification

**Trigger:** An administrator reissues a certification using a status of Reissue.

**Subject:** The certification for %PRG\_LONG\_NAME has been reissued to %LRNR\_DISP\_NAME

**Message Text:**

Dear %LRNR\_DISP\_NAME,

The certification for %PRG\_LONG\_NAME has been reissued to %LRNR\_DISP\_NAME. You may go to your learning home page to review the program details.

Please do not respond to this email. If you have any questions, you may contact %CONTACT\_EMAIL.

Thank you.  
Statewide Learning Management System

**Template Name:** NY\_LM\_LECR\_CERT\_REVOKE

**Description:** Certification Revocation

**Trigger:** An administrator changes the status of a certification to Revoked.

**Subject:** The Program %PRG\_LONG\_NAME has been set to Revoked for %LRNR\_DISP\_NAME

**Message Text:**

Dear %LRNR\_DISP\_NAME,

The Program "%PRG\_LONG\_NAME" has been set to a status of Revoked. The reason given was "%REASON\_CODE". The action was taken by %ADMIN\_DISP\_NAME.

Please do not respond to this notification. If you have any questions, you may contact %CONTACT\_EMAIL.

Thank you.

Statewide Learning Management System

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**Template Name:** NY\_LM\_LECR\_CERT\_UPDATE

**Description:** New Program Requirement Update

**Trigger:** An administrator updates the requirements of a certification and selects the option to update the learner's certification record.

**Subject:** New Program Requirement Updates for Program - %PRG\_LONG\_NAME for %LRNR\_DISP\_NAME

**Message Text:**

Dear %LRNR\_DISP\_NAME,

New program requirements have been added to the "%PRG\_LONG\_NAME" program. More details about these requirements are available on your "My Learning" page.

Please do not respond to this email. If you have any questions, you may contact %CONTACT\_EMAIL.

Thank you.

Statewide Learning Management System

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**Template Name:** NY\_LM\_LECR\_CERT\_WAIVER

**Description:** Waive Certification

**Trigger:** An administrator changes the status of a certification to Waived, or adds new supplemental learning for a certification.

**Subject:** The Program "%PRG\_LONG\_NAME" has been set to Waived status for %LRNR\_DISP\_NAME

**Message Text:**

Dear %LRNR\_DISP\_NAME,

The Program "%PRG\_LONG\_NAME" has been added to the learning history of %LRNR\_DISP\_NAME with a status of Waived.

The reason given was %REASON\_CODE.

Please do not respond to this notification. If you have any questions, you may contact %CONTACT\_EMAIL.

Thank you.

Statewide Learning Management System

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**Template Name:** NY\_LM\_LECR\_CERT\_WARNING

**Description:** Certification Warning

**Trigger:** An administrator or the system changes the status of a certification to Warning.

**Subject:** Certification Expiration Warning for %LRNR\_DISP\_NAME

**Message Text:**

Dear %LRNR\_DISP\_NAME,

The certification %PRG\_LONG\_NAME for %LRNR\_DISP\_NAME will expire soon. Please review the requirements for this program and take actions as needed.

Details for this certification can be viewed at the following: %REF\_URL.

Please do not respond to this notification. If you have any questions, you may contact %CONTACT\_EMAIL.

Thank you.

Statewide Learning Management System

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**Template Name:** NY\_LM\_LECR\_COMP\_RMNDR

**Description:** Certs Completion Reminder

**Trigger:** The current date is equal to learner's target completion date minus the number of days set in Completion Warning Period field on the Program Details page.

**Subject:** Completion Reminder for Program - %PRG\_LONG\_NAME for %LRNR\_DISP\_NAME

**Message Text:**

Dear %LRNR\_DISP\_NAME,

This is to remind you that you have an upcoming deadline for the following certification:

Program: %PRG\_LONG\_NAME

Program code: %PRG\_CODE

Target completion date: %TARGET\_COMP\_DT

If you fail to complete all requirements by the Target Completion Date, your registration will be marked 'Incomplete.'

Please do not respond to this notification. If you have any questions, you may contact %CONTACT\_EMAIL

Thank you.

Statewide Learning Management System

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**Template Name:** NY\_LM\_LECR\_COORD\_RMNDR

**Description:** Coordinator Notification

**Trigger:** The administrator assigns the instructor as a coordinator for a program.

**Subject:** Assignment Notification for Program - %PRG\_LONG\_NAME

**Message Text:**

Dear %LRNR\_DISP\_NAME,

This is to inform you that you have been assigned as a coordinator for the following %PRG\_TYPE:

Program: %PRG\_LONG\_NAME

Program code: %PRG\_CODE

Please refer to your Program schedule page for more information.

Please do not respond to this notification. If you have any questions, you may contact %CONTACT\_EMAIL.

Thank you.  
Statewide Learning Management System

**Template Name:** NY\_LM\_LECR\_EXPR\_RMNDR

**Description:** Certs Expiration Reminder

**Trigger:** The current date is equal to learner's certification expiration date minus the number of days set in Expiration Warning Period field on the Program Details page.

**Subject:** Expiration Reminder for %PRG\_LONG\_NAME for %LRNR\_DISP\_NAME

**Message Text:**

Dear %LRNR\_DISP\_NAME,

This is to remind you that your certification will soon expire:

Program: %PRG\_LONG\_NAME

Program code: %PRG\_CODE

Expiration date: %EXP\_DT

You can find and register for the re-certification program from your All Learning page %REF\_URL.

Please do not respond to this notification. If you have any questions, you may contact %CONTACT\_EMAIL.

Thank you.

Statewide Learning Management System

**Template Name:** NY\_LM\_LECR\_RECERT\_RMNDR

**Description:** Re-Certs Expiration Reminder

**Trigger:** When the recertification deadline is reached, a notification is sent to all Learners registered for the Program.

**Subject:** Re-Certification Eligibility Reminder for %PRG\_LONG\_NAME for %LRNR\_DISP\_NAME

**Message Text:**

Dear %LRNR\_DISP\_NAME,

This is to remind you that you have an upcoming deadline for re-certification.

Program: %PRG\_LONG\_NAME

Program code: %PRG\_CODE

Re-Certification Deadline: %RECERT\_DT

If you fail to complete an appropriate recertification program by the deadline, you will no longer be certified.

Please do not respond to this notification. If you have any questions, you may contact %CONTACT\_EMAIL

Thank you.  
Statewide Learning Management System

**Template Name:** NY\_LM\_LRNR\_UNSUCC\_PROGRAM

**Description:** Program Unsuccessful – Learner

**Trigger:** Administrator processes a mass enrollment request, and the Notify Learner option was selected on the Enroll Learners - Mass Enrollment page during mass enrollment.

**Subject:** Unsuccessful Registration in %PRG\_LONG\_NAME for %LRNR\_DISP\_NAME

**Message Text:**

Dear %LRNR\_DISP\_NAME,

Your registration was unsuccessful in the following Program:

Program: %PRG\_LONG\_NAME

Type: %PRG\_TYPE

Program Code: %PRG\_CODE

Due to: %REASON\_CODE

Please do not respond to this notification. If you have any questions, you may contact %CONTACT\_EMAIL.

Thank you.  
Statewide Learning Management System

**Template Name:** NY\_LM\_MASS\_RQSTR\_PROGRAMS

**Description:** Program Success – Requester

**Trigger:** Administrator processes a mass enrollment request, and the Notify Requester option was selected on the Mass Enrollment page during mass enrollment.

**Subject:** Registration Results for %PRG\_LONG\_NAME

**Message Text:**

Dear %REQ\_DISP\_NAME,

This is to notify you of the results of your mass enrollment request in the

following Program:

Program: %PRG\_LONG\_NAME

Type: %PRG\_TYPE

Program Code: %PRG\_CODE

Total successful registrations: %ENR\_SUCCESS

Total unsuccessful registrations: %ENR\_FAIL

Please do not respond to this notification. If you have any questions, you may contact %CONTACT\_EMAIL.

Thank you.

Statewide Learning Management System

**Template Name:** NY\_LM\_REG\_COMP

**Description:** Registration Complete

**Trigger:** Learner completes the program.

**Subject:** Completion Notification for %PRG\_LONG\_NAME for %LRNR\_DISP\_NAME

**Message Text:**

Dear %LRNR\_DISP\_NAME,

This notification confirms your completion of the following %LM\_PRG\_TYPE:

Program: %PRG\_LONG\_NAME

Program Code: %PRG\_CODE

Confirmation number: %PRG\_REG\_ID

Registration Status: %STATUS

Your learning history has been updated to reflect this accomplishment. You can see more completion details on your All Learning page %REF\_URL.

Please do not respond to this notification. If you have any questions, you may contact %CONTACT\_EMAIL.

Thank you.

Statewide Learning Management System

**Template Name:** NY\_LM\_REG\_CONF

**Description:** Program Reg Confirmation

**Trigger:** A learner, manager, or administrator registers learner for a program and learner is successfully registered.

**Subject:** Registration Confirmation for %PRG\_LONG\_NAME for %LRNR\_DISP\_NAME

**Message Text:**

Dear %LRNR\_DISP\_NAME,

This notification confirms your registration in the following %PRG\_TYPE:

Program: %PRG\_LONG\_NAME

Program Code: %PRG\_CODE

Confirmation number: %PRG\_REG\_ID

Registration Status: %STATUS

You can see more details about this %PRG\_TYPE on your All Learning page %REF\_URL.

Reasonable accommodations are available, upon request, in all aspects of state training, consistent with the Americans with Disabilities Act and the New York State Human Rights Law, to ensure that every individual is able to gain maximum benefit from the training experience.

If you require a reasonable accommodation to participate in this training, either contact Barbara Oddy of the Governor's Office of Employee Relations at Barbara.Oddy@goer.ny.gov or (518) 474-6772; or go to your My Learning Page at %REF\_URL and click the details link for this activity to view the attachment for "Reasonable Accommodations."

Please do not respond to this notification. If you have any questions, you may contact %CONTACT\_EMAIL.

Thank you.

Statewide Learning Management System

**Template Name:** NY\_LM\_REG\_DENIED

**Description:** Program Registration Denied

**Trigger:** An approver denies a registration.

**Subject:** Registration Denied for %PRG\_LONG\_NAME for %LRNR\_DISP\_NAME

**Message Text:**

Dear %LRNR\_DISP\_NAME,

Your registration in the following %PRG\_TYPE program has been denied:

Program: %PRG\_LONG\_NAME  
Program Code: %PRG\_CODE

Confirmation number: %PRG\_REG\_ID  
Registration Status: %STATUS

Please do not respond to this notification. If you have any questions, you may contact %CONTACT\_EMAIL.

Thank you.  
Statewide Learning Management System

**Template Name:** NY\_LM\_REG\_DROP

**Description:** Program Registration Drop

**Trigger:** A learner, manager, or administrator drops a program registration.

**Subject:** Registration Dropped for %PRG\_LONG\_NAME for %LRNR\_DISP\_NAME

**Message Text:**

Dear %LRNR\_DISP\_NAME,

Your registration in the following %PRG\_TYPE program has been dropped:

Program: %PRG\_LONG\_NAME  
Program Code: %PRG\_CODE

Confirmation number: %PRG\_REG\_ID  
Registration Status: %STATUS

Please do not respond to this notification. If you have any questions, you may contact %CONTACT\_EMAIL.

Thank you.  
Statewide Learning Management System

**Template Name:** NY\_LM\_REG\_INCO

**Description:** Registration Incomplete

**Trigger:** Learner fails to complete the certification prior to the target completion date and learner is marked incomplete.

**Subject:** Program Incomplete Notification: %PRG\_LONG\_NAME for %LRNR\_DISP\_NAME

**Message Text:**

Dear %LRNR\_DISP\_NAME,

This is to notify you that your status for the following %PRG\_TYPE Program is now INCOMPLETE as you did not complete it by the due date.

Program: %PRG\_LONG\_NAME  
Program Code: %PRG\_CODE

Confirmation number: %PRG\_REG\_ID  
Registration Status: %STATUS

You can see more details about this %PRG\_TYPE program on your My Learning page: %REF\_URL.

Please do not respond to this notification. If you have any questions, you may contact %CONTACT\_EMAIL.

Thank you.  
Statewide Learning Management System

**Template Name:** NY\_LM\_REG\_PEAP\_LRNR

**Description:** Program Registration Approval

**Trigger:** Learner registers for the program and the program requires approval.

**Subject:** Registration Pending Approval for %PRG\_LONG\_NAME for %LRNR\_DISP\_NAME

**Message Text:**

Dear %LRNR\_DISP\_NAME,

Your registration for the following %PRG\_TYPE is pending approval:

Program: %PRG\_LONG\_NAME  
Program Code: %PRG\_CODE

Confirmation number: %PRG\_REG\_ID  
Registration Status: %STATUS

You can see more details about this %PRG\_TYPE on your All Learning %REF\_URL.

Please do not respond to this notification. If you have any questions, you may contact %CONTACT\_EMAIL.

Thank you.  
Statewide Learning Management System

**Template Name:** NY\_LM\_REG\_PEAP\_MGR

**Description:** Program Reg Approval to Manager  
**Trigger:** Learner registers for the program and the program requires manager approval.

**Subject:** Registration Pending Approval for %LRNR\_DISP\_NAME

**Message Text:**

Dear %APPR\_DISP\_NAME,

Your approval is required to confirm the registration request for the following for %LRNR\_DISP\_NAME

Program Type: %PRG\_TYPE

Program: %PRG\_LONG\_NAME

Program Code: %PRG\_CODE

Confirmation number: %PRG\_REG\_ID

Registration Status: %STATUS

If you are the manager of this learner, you can approve or decline the request from your Team Learning page %REF\_URL.

If you are the administrator or an owner of the training unit pool or the purchase order used for payment, you can approve or decline the request from %ADMIN\_APPR\_URL page.

Please do not respond to this notification. If you have any questions, you may contact %CONTACT\_EMAIL.

Thank you.

Statewide Learning Management System

**Template Name:** NY\_LM\_LECR\_CERT\_EXPIMD

**Description:** New Program Requirement Expire

**Trigger:** When new Program requirements are added, Learners who are registered are notified.

**Subject:** New Program Requirement for %PRG\_LONG\_NAME for %LRNR\_DISP\_NAME

**Message Text:**

Dear %LRNR\_DISP\_NAME,

New program requirements have been added to "%PRG\_LONG\_NAME." The additional requirements must be completed immediately and the status of "%LRNR\_DISP\_NAME" has been set to "Warning". More details about these requirements are available at the following page: %REF\_URL.

Please do not respond to this email. If you have any questions, you may contact

%CONTACT\_EMAIL.

Thank you.  
Statewide Learning Management System

#### D. Enrollment Notifications

**Template Name:** NY\_LM\_ACT\_INST\_CNCLD

**Description:** Activity Cancellation – Instructor

**Trigger:** Alerts the assigned Instructor when an Activity is cancelled.

**Subject:** Cancellation Notification for %CI\_LONG\_NAME (%ACT\_CODE), Start: %ST\_DT

**Message Text:**

The following learning activity has been cancelled.

Activity: %CI\_LONG\_NAME

Activity Code: %ACT\_CODE

Type: %DEL\_TYPE

From: %ST\_DT

To: %END\_DT

Location: %FACILITY

Please do not respond to this email. If you have any questions, you may contact %CONTACT\_EMAIL.

Thank you.

Statewide Learning Management System

**Template Name:** NY\_LM\_APPRV\_MSNG

**Description:** Approver not Found

**Trigger:** An approval is required, but no approver is found.

**Subject:** No Approvers Found for Enrollment in %CI\_LONG\_NAME by %LRNR\_DISP\_NAME

**Message Text:**

No approver was found for the following enrollment request:

Learner: %LRNR\_DISP\_NAME

Activity: %CI\_LONG\_NAME

Activity Code: %ACT\_CODE

Type: %DEL\_TYPE

From: %ST\_DT

To: %END\_DT

Confirmation number: %ENROLL\_ID

Enrollment Status: %ENROLL\_STS

Please do not respond to this email. If you have any questions, you may contact %CONTACT\_EMAIL.

Thank you.  
Statewide Learning Management System

**Template Name:** NY\_LM\_ENRLMT\_CMPL\_ILT  
**Description:** Sched Enrollment Completion  
**Trigger:** Learner completes an activity.

**Subject:** Completion Notification for %CI\_LONG\_NAME for %LRNR\_DISP\_NAME

**Message Text:**

Dear %LRNR\_DISP\_NAME,

This notification confirms your completion of the following learning activity:

Activity: %CI\_LONG\_NAME  
Activity Code: %ACT\_CODE  
Type: %DEL\_TYPE  
From: %ST\_DT  
To: %END\_DT

Confirmation number: %ENROLL\_ID  
Enrollment Status: %ENROLL\_STS

Your training history has been updated to reflect this accomplishment. You can see more completion details on your All Learning page %REF\_URL.

To print your certificate, go to your All Learning page %REF\_URL, locate the activity listed above and click on "Print Certificate."

Please do not respond to this notification. If you have any questions, you may contact %CONTACT\_EMAIL.

Thank you.  
Statewide Learning Management System

**Template Name:** NY\_LM\_ENRLMT\_CNCLD\_ILT  
**Description:** Activity Cancellation – Sched  
**Trigger:** Learning activity is cancelled. Select Inactive in the Status field on the Activities - Activity Details page to cancel an activity.

**Subject:** Cancellation Notification for %CI\_LONG\_NAME, Start: %ST\_DT for %LRNR\_DISP\_NAME

**Message Text:**

Dear %LRNR\_DISP\_NAME,

This is to inform you that the following learning activity has been cancelled.

Activity: %CI\_LONG\_NAME

Activity Code: %ACT\_CODE

Type: %DEL\_TYPE

From: %ST\_DT

To: %END\_DT

Confirmation number: %ENROLL\_ID

Enrollment Status: %ENROLL\_STS

Please do not respond to this notification. If you have any questions, you may contact %CONTACT\_EMAIL.

Thank you.

Statewide Learning Management System

**Template Name:** NY\_LM\_ENRLMT\_CONF\_ILT

**Description:** Sched – Enrollment Confirmation

**Trigger:** Learner enrolls in an activity, or a manager or administrator enrolls a learner in an activity, and the learner's enrollment status is enrolled.

**Subject:** Enrollment Confirmation for - %CI\_LONG\_NAME, Start %ST\_DT for %LRNR\_DISP\_NAME

**Message Text:**

Dear %LRNR\_DISP\_NAME,

This email confirms your enrollment in the following activity:

Activity: %CI\_LONG\_NAME

Activity Code: %ACT\_CODE

Type: %DEL\_TYPE

From: %ST\_DT

To: %END\_DT

Activity Notes: %ACT\_NOTES

Confirmation number: %ENROLL\_ID

Enrollment Status: %ENROLL\_STS

---Session Information---

%SESS\_INFO

You can see more details about this activity on your All Learning page %REF\_URL. For activity types that are not self-paced (for example, Instructor-

Led Classroom or Conference) please be prompt and bring your photo ID.

In the event that you are unable to attend, you must drop the enrollment online. The cancellation must be completed before %LAST\_DROP\_DT.

Reasonable accommodations are available, upon request, in all aspects of state training, consistent with the Americans with Disabilities Act and the New York State Human Rights Law, to ensure that every individual is able to gain maximum benefit from the training experience.

If you require a reasonable accommodation to participate in this training, either contact Barbara Oddy of the Governor's Office of Employee Relations at Barbara.Oddy@goer.ny.gov or (518) 474-6772; or go to your My Learning Page at %REF\_URL and click the details link for this activity to view the attachment for "Reasonable Accommodations."

Please do not respond to this notification. If you have any questions, you may contact %CONTACT\_EMAIL.

Thank you.

Statewide Learning Management System

**Template Name:** NY\_LM\_ENRLMT\_DENIED

**Description:** Enrollment denied by approver

**Trigger:** One of the approvers denies an activity enrollment.

**Subject:** Enrollment Denied for %CI\_LONG\_NAME, Start: %ST\_DT for %LRNR\_DISP\_NAME

**Message Text:**

Dear %LRNR\_DISP\_NAME,

Your enrollment in the following learning activity is denied:

Activity: %CI\_LONG\_NAME

Activity Code: %ACT\_CODE

Type: %DEL\_TYPE

From: %ST\_DT

To: %END\_DT

Confirmation number: %ENROLL\_ID

Enrollment Status: %ENROLL\_STS

Comments: %COMMENTS

Please do not respond to this notification. If you have any questions, you may contact %CONTACT\_EMAIL.

Thank you.

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Statewide Learning Management System
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**Template Name:** NY\_LM\_ENRLMT\_DPDNED\_ILT

**Description:** Sched – Enrlmnt Drop Denied

**Trigger:** Learner drops an activity, or a manager or administrator drops a learner's enrollment in an activity.

**Subject:** Enrollment Dropped for %CI\_LONG\_NAME, Start: %ST\_DT for %LRNR\_DISP\_NAME

**Message Text:**

Dear %LRNR\_DISP\_NAME,

Your enrollment in the following learning activity is dropped:

Activity: %CI\_LONG\_NAME

Activity Code: %ACT\_CODE

Type: %DEL\_TYPE

From: %ST\_DT

To: %END\_DT

Confirmation number: %ENROLL\_ID

Enrollment Status: %ENROLL\_STS

Please do not respond to this notification. If you have any questions, you may contact %CONTACT\_EMAIL.

Thank you.

Statewide Learning Management System

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**Template Name:** NY\_LM\_ENRLMT\_DPDNED\_MGR

**Description:** Approver – Activity Pending Approval Dropped

**Trigger:** Learner drops an activity, or a manager or administrator drops a learner's enrollment in an activity and the enrollment is pending approval.

**Subject:** Enrollment Pending Approval Dropped for %LRNR\_DISP\_NAME

**Message Text:**

Dear %APPR\_FIRST\_NAME %APPR\_LAST\_NAME,

The following enrollment that was pending approval has been dropped:

Learner: %LRNR\_DISP\_NAME

Activity: %CI\_LONG\_NAME

Activity Code: %ACT\_CODE

Type: %DEL\_TYPE

Please do not respond to this email. If you have any questions, you may contact %CONTACT\_EMAIL.

Thank you.  
Statewide Learning Management System

**Template Name:** NY\_LM\_ENRLMT\_INCO\_ILT

**Description:** Sched - Enrollment Incomplete

**Trigger:** Learner fails to complete the activity within the allotted time frame.

**Subject:** Notification of Incomplete Status for %CI\_LONG\_NAME for %LRNR\_DISP\_NAME

**Message Text:**

Dear %LRNR\_DISP\_NAME,

This is to notify you that your status for the following activity is now "Not Completed."

Activity: %CI\_LONG\_NAME

Activity Code: %ACT\_CODE

Type: %DEL\_TYPE

From: %ST\_DT

To: %END\_DT

Confirmation number: %ENROLL\_ID

Enrollment Status: %ENROLL\_STS

You can see more details about this activity on your All Learning page %REF\_URL. Your training history has been updated to reflect this change.

Please do not respond to this notification. If you have any questions, you may contact %CONTACT\_EMAIL.

Thank you.  
Statewide Learning Management System

**Template Name:** NY\_LM\_ENRLMT\_PDAPPRV\_ILT

**Description:** Enrollment in Pending Approval

**Trigger:** When a Learner enrolls in an Activity that requires approval, this notification is sent to the Learner.

**Subject:** Pending Approval Enrollment for %CI\_LONG\_NAME, Start: %ST\_DT for %LRNR\_DISP\_NAME

**Message Text:**

Dear %LRNR\_DISP\_NAME,

Your enrollment in the following learning activity is pending approval:

Activity: %CI\_LONG\_NAME

Activity Code: %ACT\_CODE

Type: %DEL\_TYPE

From: %ST\_DT

To: %END\_DT

Confirmation number: %ENROLL\_ID

Enrollment Status: %ENROLL\_STS

You can see more details about this activity by visiting your All Learning page %REF\_URL. In the event that you are unable to attend, you must drop the enrollment online.

Please do not respond to this notification. If you have any questions, you may contact %CONTACT\_EMAIL.

Thank you.

Statewide Learning Management System

**Template Name:** NY\_LM\_ENRLMT\_WTLIST\_ILT

**Description:** Sched – Enrollment Waitlisted

**Trigger:** Learner enrolls in an activity, or a manager or administrator enrolls a learner in an activity, and the learner is added to the activity waitlist because the activity is full.

**Subject:** Waitlist notification for %CI\_LONG\_NAME, start: %ST\_DT for %LRNR\_DISP\_NAME

**Message Text:**

Dear %LRNR\_DISP\_NAME,

You have been waitlisted for the following learning activity:

Activity: %CI\_LONG\_NAME

Activity Code: %ACT\_CODE

Type: %DEL\_TYPE

From: %ST\_DT

To: %END\_DT

Confirmation number: %ENROLL\_ID

Enrollment Status: %ENROLL\_STS

You can see more details about this activity on your All Learning page %REF\_URL. In the event that you would like to drop from the waitlist you must drop the enrollment online. The cancellation must be completed before %LAST\_DROP\_DT. We will inform you via email if your status changes.

Please do not respond to this notification. If you have any questions, you may contact %CONTACT\_EMAIL.

Thank you.  
Statewide Learning Management System

**Template Name:** NY\_LM\_LRNR\_UNSUCC\_ACTIVITY

**Description:** Learner Unsuccessful Enrollment in Activity

**Trigger:** Administrator processes a mass enrollment request, and the Notify Learner option was selected on the Mass Enrollment page during mass enrollment.

**Subject:** Unsuccessful Enrollment for %CI\_LONG\_NAME for %LRNR\_DISP\_NAME

**Message Text:**

Dear %LRNR\_DISP\_NAME,

This is to notify you that your enrollment was unsuccessful in the following learning activity:

Activity: %CI\_LONG\_NAME

Activity Code: %ACT\_CODE

Type: %DEL\_TYPE

From: %ST\_DT

To: %END\_DT

At: %FACILITY, %CITY , %STATE

Due to: %REASON

Please do not respond to this notification. If you have any questions, you may contact %CONTACT\_EMAIL.

Thank You.  
Statewide Learning Management System

**Template Name:** NY\_LM\_MASS\_RQSTR

**Description:** Mass Enrollment – Requester

**Trigger:** Administrator processes a mass enrollment request, and the Notify Requester option was selected on the Enroll Learners - Mass Enrollment page during mass enrollment.

**Subject:** Enrollment Results for %CI\_LONG\_NAME

**Message Text:**

Dear %REQ\_DISP\_NAME,

This is to notify you of the results of the mass enrollment request for the following learning activity:

Activity: %CI\_LONG\_NAME

Activity Code: %ACT\_CODE

Type: %DEL\_TYPE

From: %ST\_DT

To: %END\_DT

At: %FACILITY , %CITY , %STATE

Total successful enrollments: %ENR\_SUCCESS

Total unsuccessful enrollments: %ENR\_FAIL

Please do not respond to this notification. If you have any questions, you may %CONTACT\_EMAIL.

Thank you.

Statewide Learning Management System

**Template Name:** NY\_LM\_PDAPPRV\_MGR\_ILT

**Description:** Sched – Pending Approval to Manager

**Trigger:** Learner enrolls in an activity, or an administrator enrolls a learner in an activity, and the activity requires approval.

**Subject:** Approval requested for enrollment in %CI\_LONG\_NAME by %LRNR\_DISP\_NAME

**Message Text:**

Dear %APPR\_DISP\_NAME,

Your approval is required to confirm the following enrollment request:

Learner: %LRNR\_DISP\_NAME

Activity: %CI\_LONG\_NAME

Activity Code: %ACT\_CODE

Type: %DEL\_TYPE

From: %ST\_DT

To: %END\_DT

--Session Information--

%SESS\_INFO

Confirmation number: %ENROLL\_ID

Enrollment Status: %ENROLL\_STS

If you are the manager of this learner, you can approve or decline the request from your Team Learning page %REF\_URL.

If you are the administrator or an owner of the training unit pool or the purchase order used for payment, you can approve or decline the request from %ADMIN\_APPR\_URL page.

Please do not respond to this notification. If you have any questions, you may contact %CONTACT\_EMAIL.

Thank you.

Statewide Learning Management System

## E. Learning Request Notifications

**Template Name:** LM\_LRQ\_THRESHOLD\_MET

**Description:** Threshold Met Notification

**Trigger:** When the threshold number of seats for a specific catalog item has been requested, the Administrators of the activity's primary learning environment are notified.

**Subject:** Learning Request Threshold Met

**Message Text:**

Dear %ADM\_FIRST\_NAME,

This email informs you that %SEATS\_REQ seats have been requested for:

Title: %CI\_LONG\_NAME

To review your demand go to %REF\_URL. Please do not respond to this email.

Thank you.

**Template Name:** LM\_WAIT\_THRESHOLD

**Description:** Waitlist Threshold

**Trigger:** When the Waitlist Threshold is met for an Activity, Administrators of the primary learning environment are notified.

**Subject:** Waitlist Threshold Met

**Message Text:**

Dear %ADM\_DISP\_NAME,

The waitlist threshold of %WAITLIST\_THLD learners has been met for the following activity:

Title: %CI\_LONG\_NAME

Activity Code: %ACT\_CODE

To review the waitlisted learners go to: %REF\_URL

Please do not respond to this email.

Thank you.

**Template Name:** NY\_LM\_LRQ\_EXISTACT

**Description:** Offering Existing Activity

**Trigger:** An administrator triggers this notification to inform learners that the requested activity already exists in the system. Select Send Notifications - Exists in the Group Action field on the Administer Learning Request page to trigger this notification.

**Subject:** Learning Request Offering for %LRNR\_DISP\_NAME

**Message Text:**

Dear %LRNR\_DISP\_NAME,

This notification is in response to your request and to inform you that we offer the following activity:

Title: %CI\_LONG\_NAME

Activity Code: %ACT\_CODE

Delivery Method: %DEL\_TYPE

To enroll in and see more details for this activity you can click on %REF\_URL for this activity.

Please do not respond to this notification. If you have any questions, you may contact SLMSHelpdesk@goer.ny.gov.

Thank you.

Statewide Learning Management System

**Template Name:** NY\_LM\_LRQ\_NEWACT

**Description:** Offering New Activity

**Trigger:** A new activity is created that matches a requested activity and learners are now able to enroll in it. Select Send Notifications - New Offered in the Group Action field on the Administer Learning Request page to trigger this notification

**Subject:** %CI\_LONG\_NAME is now available for enrollment for %LRNR\_DISP\_NAME

**Message Text:**

Dear %LRNR\_DISP\_NAME,

The following requested activity is now available:

Title: %CI\_LONG\_NAME

Activity Code: %ACT\_CODE

Delivery Method: %DEL\_TYPE

To enroll in and see more details for this activity you can click on %REF\_URL for this activity.

Please do not respond to this email. If you have any questions, you may contact SLMSHelpdesk@goer.ny.gov.

Thank you.  
Statewide Learning Management System

**Template Name:** NY\_LM\_LRQ\_NOACT

**Description:** No Activity Will be Offered

**Trigger:** An administrator triggers this notification to inform learners that the requested activity will not be offered. Select Send Notifications - Declined in the Group Action field on the Administer Learning Request page to trigger this notification.

**Subject:** Learning Request Not being Offered for %LRNR\_DISP\_NAME

**Message Text:**

Dear %LRNR\_DISP\_NAME,

We are currently unable to offer the following:

Title: %CI\_LONG\_NAME

We will keep your request in our database for future offering considerations.

To delete your request visit your Learning Home Page %LRN\_HOME\_URL.

Please do not respond to this email. If you have any questions, you may contact SLMSHelpdesk@goer.ny.gov.

Thank you.  
Statewide Learning Management System

## F. Supplemental Learning Notifications

**Template Name:** LM\_SUPP\_DPD

**Description:** Learner – Supplemental Learning Dropped

**Trigger:** Sent to learner when supplemental learning has been dropped

**Subject:** Supplemental Learning Dropped for %TRN\_NAME

**Message Text:**

Dear %LRNR\_FIRST\_NAME,

The following Supplemental Learning has been dropped.

%TRN\_NAME, %SUPP\_TYPE

From : %ST\_DT

To : %END\_DT

Please do not respond to this email. If you have any questions contact your learning administrator at %CONTACT\_EMAIL.

Thank you.

Statewide Learning Management System

**Template Name:** NY\_LM\_ADHC\_COMPL

**Description:** Ad-hoc Learning Completed

**Trigger:** All approvals for a Supplemental Learning submission have been granted.

**Subject:** Completion of Supplemental Learning %TRN\_NAME for %LRNR\_DISP\_NAME

**Message Text:**

Dear %LRNR\_DISP\_NAME,

This notification is the confirmation of your completion of the following Supplemental Learning:

Title: %TRN\_NAME

Type: %TRN\_TYPE

From: %ST\_DT

To: %END\_DT

You have been waived for the following:

Activities: %EQUIV\_ACTS

Programs: %EQUIV\_PROGS

Objectives: %EQUIV\_OBJVS

Your training history has been updated to reflect this accomplishment.

Please do not respond to this notification. If you have any questions, you may contact %CONTACT\_EMAIL.

Thank you.  
Statewide Learning Management System

**Template Name:** NY\_LM\_ADHC\_DENIED

**Description:** Supplemental Learning Denied

**Trigger:** Requested approval for a Supplemental Learning submission has been denied.

**Subject:** Supplemental Learning Denied for %TRN\_NAME for %LRNR\_DISP\_NAME

**Message Text:**

Dear %LRNR\_DISP\_NAME,

The following Supplemental Learning has been denied:

%TRN\_NAME, %TRN\_TYPE

From: %ST\_DT

To: %END\_DT

Please do not respond to this notification. If you have any questions, you may contact %CONTACT\_EMAIL.

Thank you.  
Statewide Learning Management System

**Template Name:** NY\_LM\_ADHC\_PDAPPRV

**Description:** Adhoc in Pending Approval

**Trigger:** Learner enters supplemental learning or a manager or administrator adds supplemental learning on behalf of a learner – notification is sent to manager.

**Subject:** Approval requested for enrollment in %TRN\_NAME by %LRNR\_DISP\_NAME

**Message Text:**

Dear %APPR\_FIRST\_NAME %APPR\_LAST\_NAME,

The following request for supplemental learning is pending your approval:

Learner: %LRNR\_DISP\_NAME

Supplemental Learning: %TRN\_NAME, %TRN\_TYPE

Before approving, you must verify that the information provided on the supplemental learning request is accurate and true.

Please click the following link to approve/deny the request:

%REF\_URL

Please do not respond to this notification. If you have any questions, you may contact %CONTACT\_EMAIL.

Thank you.

Statewide Learning Management System