

# Digital Learning Solutions: Set notification preferences

Operational Guide

**Centre  
Manager**

**Administrator**

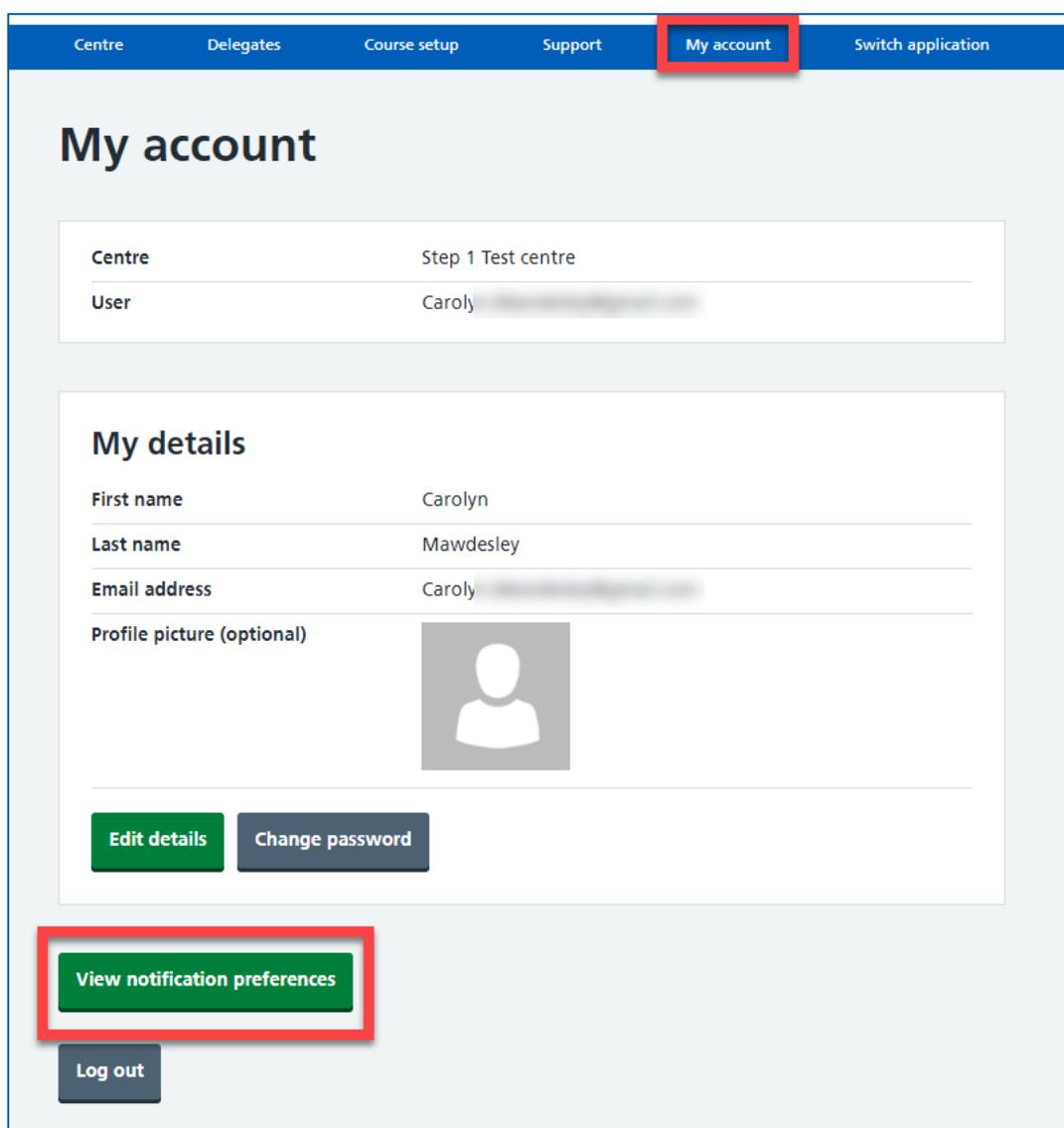
**LEARNER**

April 2022

# Log in to set up notifications

Learners and administrators can subscribe and unsubscribe to notifications that will send email to the registered account when system activities occur

1. From **My account**
2. Select: **View notification preferences**



Need support?

Centre Managers and Administrators: Raise a Tracking System support ticket

**Learners:** contact your local centre

<https://www.dls.nhs.uk/v2/FindYourCentre>

## Notification preferences

<p>system notification added</p> <p>Triggered when the central ISG team add a notification to the system. These are used to issue important system information such as:</p> <ul style="list-style-type: none"> <li>• changes to the system</li> <li>• notification of downtime / unavailability of services</li> <li>• notification of known issues</li> </ul> <p>These notifications will also appear on your in-tray when you log in to the system until you acknowledge them.</p>	Subscribed
<p>New Centre Administrator registration</p> <p>Triggered when a new administrator registers to use the Tracking System for your centre and needs your approval.</p>	Subscribed
<p>New course published to centre</p> <p>Triggered when a new course is made available to your centre.</p>	Subscribed
<p>Delegate registration requires approval</p> <p>Triggered when a delegate registers for your centre from outside of your network and requires approval.</p>	Subscribed
<p>Support ticket alerts</p> <p>Triggered when:</p> <ul style="list-style-type: none"> <li>• you raise a support ticket</li> <li>• a member of IT Skills Pathway support responds to your support ticket</li> <li>• your support ticket is closed by an administrator.</li> </ul>	Subscribed
<p>Learner completed assigned course</p> <p>Triggered when a learner completes a course that you enrolled them on.</p>	Subscribed
<p>Learner completion overdue</p> <p>Triggered when the completion due date assigned to a learner by you has passed without the course being complete.</p>	Subscribed
<p>Nominated as Supervisor by Delegate</p> <p>Triggered when a delegate identifies you as their supervisor for a course or activity.</p>	Unsubscribed
<p>Delegate requested supervisor verification</p> <p>Triggered when a delegate requests your supervisor review / verification on their progress against an activity.</p>	Unsubscribed

**Update preferences**

A list of the **Notification preferences** you are **Subscribed** and **Unsubscribed** to is displayed

To make changes

3. Select: **Update preferences**

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## Update notification preferences

Please tick the boxes for all the notifications you would like to receive.

- System notification added**  
Triggered when the central ISG team add a notification to the system. These are used to issue important system information such as:
  - changes to the system
  - notification of downtime / unavailability of services
  - notification of known issues

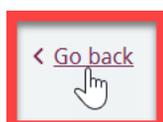
These notifications will also appear on your in-tray when you log in to the system until you acknowledge them.
- New Centre Administrator registration**  
Triggered when a new administrator registers to use the Tracking System for your centre and needs your approval.
- New course published to centre**  
Triggered when a new course is made available to your centre.
- Delegate registration requires approval**  
Triggered when a delegate registers for your centre from outside of your network and requires approval.
- Support ticket alerts**  
Triggered when:
  - you raise a support ticket
  - a member of IT Skills Pathway support responds to your support ticket
  - your support ticket is closed by an administrator.
- Learner completed assigned course**  
Triggered when a learner completes a course that you enrolled them on.
- Learner completion overdue**  
Triggered when the completion due date assigned to a learner by you has passed without the course being complete.
- Nominated as Supervisor by Delegate**  
Triggered when a delegate identifies you as their supervisor for a course or activity.
- Delegate requested supervisor verification**  
Triggered when a delegate requests your supervisor review / verification of their progress against an activity.



X Cancel

4. Select: **Subscribe** or **Unsubscribe** as appropriate

5. Select: **Save** to submit your changes



A summary of your notification preferences appears on screen

6. Select: **Go back** to return to **My account**

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