

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**

The screenshot shows the 'My account' page of the NHS Tracking System. The top navigation bar includes links for Centre, Delegates, Course setup, Support, **My account** (highlighted with a red box), and Switch application. The main content area is titled 'My account' and contains a table with account details:

Centre	Step 1 Test centre
User	Carolyn [redacted]

Below this is the 'My details' section, which includes fields for First name (Carolyn), Last name (Mawdesley), and Email address (Carolyn [redacted]). There is also a profile picture placeholder. At the bottom of this section are two buttons: 'Edit details' (green) and 'Change password' (grey). At the bottom left of the page, the 'View notification preferences' button (green) is highlighted with a red box, and the 'Log out' button (grey) is located below it.

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"> • changes to the system • notification of downtime / unavailability of services • notification of known issues <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"> • 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. 	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 of 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**

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.

Save

Cancel

4. Select: **Subscribe** or **Unsubscribe** as appropriate
5. Select: **Save** to submit your changes

< Go back

A summary of your notification preferences appears on screen

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

Need support?

Centre Managers and Administrators: Raise a Tracking System support ticket

Learners: contact your local centre

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