

| EVENT | DESCRIPTION | APPLICABLE COURSE TYPES | TIME TRIGGERS | AVAILABLE SHORTCODES | RECIPIENTS | ADDITIONAL NOTES | TEMPLATE AVAILABLE | VISIBLE TO POWER USERS |
|---|--|--|----------------|--|--|--|--------------------|------------------------|
| COURSE NOTIFICATIONS | | | | | | | | |
| Assignment has been evaluated | This notification is sent when an assignment has been evaluated by an instructor, Power User or Administrator. | All Course Types | At Time Of | [first_name] [last_name] [username] [course_name] [course_link] [evaluation] [assignment_status] [evaluation_message] [assignment_name] [assignment_play_link] [assignment_admin_link] [course_saml_link] | Users, Power users, Instructor(s), Superadmins | | | |
| Assignment waiting to be reviewed since N hours | This notification is sent when N hours have passed since an assignment has been submitted by a learner. | All Course Types and Learning Plans | After | [first_name] [last_name] [username] [course_name] [course_link] [assignment_title] [assignment_date] [assignment_name] [assignment_play_link] [assignment_admin_link] [course_saml_link] | Instructor(s), Power users, Superadmins, Managers | | | |
| Catchup Limit Changed | This notification is sent when the limit is changed for the amount of catchup courses that can be taken in a learning plan. In the case of users, they are only notified if they are enrolled to that learning plan. | All Learning Plans (not available for single learning plans) | At Time Of | [catchup_limit] [learningplan_name] [first_name] [last_name] | Users, Superadmins | This notification is available for theme 6.9 only, since the catchup functionality is not available for theme 7.0 | | |
| Catchup course available | This notification is sent when a catchup course is added to a learning plan AFTER a user has been enrolled. In the case of users, they are only notified if they are enrolled to that learning plan. | All Learning Plans (not available for single learning plans) | At Time Of | [learningplan_name] [first_name] [last_name] [course_name] [course_link] [course_saml_link] | Users | This notification is available for theme 6.9 only, since the catchup functionality is not available for theme 7.0 | | |
| Course has been deleted | Notifies Admins that a course or learning plan has been deleted by another Superadmin or power user. | All Course Types and Learning Plans | At Time Of | [course_name] | Superadmins | | | |
| Course has expired | Triggers when a course's end date is about to be or has already passed. | All Course Types and Learning Plans | Before & After | [course_name] [course_link] [first_name] [last_name] [username] [expire_at] [sso_link] [reset_pwd_link] [course_saml_link] | Users, Power users, Instructor(s), Superadmins | This notification is sent both when the course has expired and when the enrollments have expired | Yes | |
| Course properties have been changed | Triggers any time modifications are made to the course's language, CEU value, average time, date begin/end, or additional fields | All Course Types and Learning Plans | At Time Of | [course_name] [course_link] [first_name] [last_name] [username] [course_saml_link] | Users, Power users, Instructor(s), Superadmins | The [first_name], [last_name] and [username] shortcodes for this notification event are automatically populated referencing the user who performed the course properties modification, not the notification recipient. | | |
| Decommissioned Courses | Notification automatically sent 90 days before the course is decommissioned in Docebo Content | Docebo Content Courses | At Time Of | [first_name] [last_name] [decommissioned_courses_list] | Superadmins | The notification time trigger is at time of, but it is actually sent 90 days before the content is decommissioned. | Yes | No |
| Digest: Course has expired | Triggers when a number of courses in which a user is enrolled are going to expire. | All Course Types | Every | [first_name] [last_name] [username] [course_name] [course_link] [unsubscribe_at] [expire_at] [reset_pwd_link] [course_saml_link] | Users, Power users, Instructor(s), Superadmins | When using shortcodes related to the elements belonging to the list of items reported in this notification, enclose them between [items] and [/items]. Other shortcodes can be left outside those tags. | Yes | |
| Digest: Learner has yet to complete a course | Triggers when a number of courses in which a user is enrolled have not yet been completed by the user. | All Course Types | Every&Manually | [first_name] [last_name] [username] [course_name] [course_link] [unsubscribe_at] [expire_at] [sso_link] [reset_pwd_link] | Users, Power users, Instructor(s), Superadmins, Managers | While end users will only receive one digest emails, Superadmins and Power Users will still receive one digest email per user. When using shortcodes related to the elements belonging to the list of items reported in this notification, enclose them between [items] and [/items]. Other shortcodes can be left outside those tags. The [items] and [/items] tags define the list of courses or items that are automatically populated by the system and are already listed within the notification body - these shouldn't be amended when setting up the notification. | Yes | |

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|--|---|--|--------------------|--|---|--|--------------------|------------------------|
| Digest: User enrolled into a course | Triggers when a user is enrolled into a number of courses. | All Course Types | Every | [first_name] [last_name] [username] [course_name] [course_link] [subscribed_at] [expire_at] [sso_link] [reset_pwd_link] | Users, Power users, Instructor(s), Superadmins, Managers | While end users will only receive one digest emails, Superadmins and Power Users will still receive one digest email per user. When using shortcodes related to the elements belonging to the list of items reported in this notification, enclose them between [items] and [/items] . Other shortcodes can be left outside those tags. In the Advanced tab of the Advanced Settings area of the platform (Admin Menu, Advanced Settings item), flag the Send immediate notification digest on massive enrollment action option to send an immediate notification digest for a massive enrollment action in your platform. Please note that when this option is selected, it will no longer be possible to schedule the notification and you will only have the option to send it manually. | Yes | |
| ILT event starting | Triggers for the every event of ILT sessions. Informs parties of when their ILT event is about to start or has already begun. | ILT (Instructor-Led Training) Courses and Learning Plans | Before & After | [course_name] [course_link] [course_saml_link] [session_saml_link] [session_name] [event_name] [event_date] [calendar_sync_url] | Users, Power users, Instructor(s), Superadmins | | | |
| ILT session changed | Triggers when any change is made to an ILT session. Depending on the selected target, it notifies Users enrolled in the session, Instructors enrolled in the Course Session/Events, Power Users who have visibility over the Course (irrespective of whether they have visibility over users enrolled in the session or not) or all Superadmins. | ILT (Instructor-Led Training) Courses and Learning Plans | At Time Of | [first_name] [last_name] [course_name] [course_link] [session_name] [session_dates] [session_location] [session_classroom] [calendar_attachment] [calendar_sync_url] [session_date_usertimezone] [session_date_usertimezone] [course_saml_link] [session_saml_link] | Users, Power users, Instructor(s), Superadmins | | | |
| ILT session deleted | Triggers when an ILT session is deleted by an administrator. | ILT (Instructor-Led Training) Courses and Learning Plans | At Time Of | [first_name] [last_name] [course_name] [course_link] [session_name] [session_dates] [calendar_attachment] [calendar_sync_url] [course_saml_link] | Users, Power users, Instructor(s), Superadmins | | | No |
| ILT session starting | Triggers for the first event of ILT sessions. Informs parties of when their ILT session is about to start or has already begun. | ILT (Instructor-Led Training) Courses and Learning Plans | Before & After | [course_name] [course_link] [session_name] [session_dates] [calendar_attachment] [calendar_sync_url] [session_date_usertimezone] [course_saml_link] [session_saml_link] | Users, Power users, Instructor(s), Superadmins | | | |
| Instructor evaluated test question | Triggers when the instructor of a course evaluates an extended text or upload file test question in a user's test. | All Course Types and Learning Plans | At Time Of | [course_name] [course_link] [first_name] [last_name] [username] [user_email] [test_name] [completion_date] [test_score] [test_results] [question_score] [question_title] [question_answer] [course_saml_link] | Users, Power users, Superadmins | | | |
| Learner completed a course | Triggers when a course is marked as complete (all training materials are completed or end object marker is completed). | All Course Types and Learning Plans | At Time Of & After | [first_name] [last_name] [username] [course_name] [course_link] [completed_at] [final_score] [uuid] [first_multidomain] [course_id] [course_saml_link] | User, Power users, Instructor(s), Superadmins, Managers | Please note that this notification is also sent when a Superadmin or Power User manually marks the learner as completing a course. The notification is sent to Power Users only if both the learner and the completed course are assigned to the Power User. | Yes | |

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|---|---|---------------------------------------|------------------|--|--|------------------|--------------------|------------------------|
| Learner completed or failed a test in a course | Triggers when a user submits a test learning object in a course of any type and the test is immediately marked as completed or failed (no questions that need evaluation, such as the extended text or upload file question type). | All Course Types and Learning Plans | At Time Of | [course_name] [course_link] [first_name] [last_name] [username] [user_email] [test_name] [completion_date] [test_score] [test_results] [course_saml_link] | Power users, Instructor(s), Superadmins | | Yes | |
| Learner has yet to complete a course | This notification is sent based on enrollment dates, not expiration date. For example, a learner has yet to complete course notification set to send 2 days after the event will be sent two days after the user is enrolled (assuming the user hasn't completed the course). | All Course Types | After & Manually | [first_name] [last_name] [username] [course_name] [course_link] [subscribed_at] [expire_at] [sso_link] [reset_pwd_link] | Users, Power users, Instructor(s), Superadmins, Managers | | | |
| Learner submitted a test and evaluation is needed | Triggers when a user submits a test learning object in a course of any type and the test needs evaluation from an instructor. This means that the test contains question types (extended text or upload file) that require instructor evaluation | All Course Types | At Time Of | [course_name] [course_link] [first_name] [last_name] [username] [user_email] [test_name] [completion_date] [test_score] [test_results] | Power users, Instructor(s), Superadmins, Managers | | | |
| Learner submitted assignment | Triggers when a learner an assignment for grading. | All Course Types and Learning Plans | At Time Of | [first_name] [last_name] [username] [course_name] [course_link] [assignment_title] [assignment_date] | | | | |
| New category | Triggers when a new course category has been created | N/A | At Time Of | [category_name] | Users, Power users, Superadmins | | | |
| New course | Triggers when a new course has been created. | All Course Types | At Time Of | [course_name] [course_link] | Power users and Superadmins | | | |
| New ILT session created | Triggers each time an ILT session is created by a Superadmin or power user. Sends to all users subscribed to the course. | ILT (Instructor-Led Training) Courses | At Time Of | [first_name] [last_name] [course_name] [course_link] [session_name] [session_dates] [calendar_attachment] [calendar_sync_url] | Users, Power users, Instructor(s), Superadmins | | | |
| Training material has been created | Triggers when a new learning object has been created in a course. | All Course Types and Learning Plans | At Time Of | [course_name] [lo_title] [course_link] [lo_type] | Users, Power users, Instructor(s), Superadmins | | | No |
| User approved into ILT session | Notifies the audience that a user has been approved by an administrator to an ILT session. Users receive this notification when they are approved. Power users must be assigned the course and user to receive then notification. | ILT (Instructor-Led Training) Courses | At Time Of | [session_name] [session_dates] [session_location] [session_classroom] [course_link] [first_name] [last_name] [course_name] [calendar_attachment] [calendar_sync_url] [session_date_timezone] | Users, Power users, Instructor(s), Superadmins | | | |
| User bought a course | Triggers when a course has been successfully purchased. | All Course Types and Learning Plans | At Time Of | [first_name] [last_name] [username] [order_receipt] [order_id] [payment_date] [subtotal] [discount] [total_paid] [company] [address] [state] [zip] [city] [country] [order_items] | Users, Power users, Instructor(s), Superadmins | | | |

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|--|---|--|--------------------|---|---|------------------|--------------------|------------------------|
| Users enrolled in ILT session | Notifies the audience when a user has been enrolled to an ILT session. Please note that this does not apply to moderated self-enrollment. | ILT (Instructor-Led Training) Courses | At Time Of | [session_name] [session_dates] [session_location] [session_classroom] [course_link] [first_name] [last_name] [course_name] [calendar_attachment] [calendar_sync_url] | Users, Power users, Instructor(s), Superadmins | | | |
| User enrolled to a course | Triggered when an Admin or Instructor enrolls one user in an Elearning course. Also triggered when a user self-enrolls from a course catalog into a course. | All Course Types | At Time Of & After | [first_name] [last_name] [username] [course_name] [course_link] [subscribed_at] [expire_at] [sso_link] [reset_pwd_link] | Users, Power Users, Instructor(s), Superadmins, Managers | | Yes | |
| User has failed ILT session | Triggers when an admin or instructor fails a learner in an ILT session. | ILT (Instructor-Led Training) Courses and Learning Plans | At Time Of | [course_name] [course_link] [session_name] [first_name] [last_name] [username] | Users, Power users, Instructor(s), Superadmins | | | |
| User has passed ILT session | Triggers when an admin or instructor passes a learner in an ILT session. | ILT (Instructor-Led Training) Courses | At Time Of | [course_name] [course_link] [session_name] [first_name] [last_name] [username] | Users, Power users, Instructor(s), Superadmins | | | |
| User level has been changed in a course | Triggers when an admin adjusts the user level of a user within a course. | All Course Types and Learning Plans | At Time Of | [first_name] [last_name] [username] [course_name] [user_course_level] [course_link] | Users, Power users, Instructor(s), Superadmins | | | |
| Users unenrolled from ILT session | Notifies the audience when a user has been unenrolled from an ILT session. | ILT (Instructor-Led Training) Courses | At Time Of | [first_name] [last_name] [session_name] [session_dates] [session_location] [session_classroom] [course_link] [calendar_attachment] [calendar_sync_url] | Users, Power users, Instructor(s), Superadmins | | | |
| User unenrolled from a course | Triggered when an Admin or Instructor unenrolls a user from a course. Also triggered when a user self-unenrolls from a course catalog into a course. | All Course Types and Learning Plans | At Time Of | [first_name] [last_name] [username] [course_name] [course_link] | Users, Power users, Superadmins | | | |
| User waiting to be approved in platform subscription | Triggered when a user tries to self-register into the platform. Registration must be approved by the Superadmin. | N/A | At Time Of | [first_name] [last_name] [username] [user_email] | Superadmin | | | No |
| User waiting to be approved to a Webinar session | Triggered when a user self-enrolls into a Webinar session. The notification is always sent when the course enrollment policy is set to Admin approval, and when it set to Free but the user is placed in the course waiting list because the session is full. | Webinars and Learning Plan | At Time Of | [session_name] [session_dates] [course_link] [first_name] [last_name] [course_name] [calendar_attachment] [calendar_sync_url] [webinar_tool] [webinar_session_details] | Users, Power users, Instructor(s), Superadmins, Managers | | | |
| User waiting to be approved to an ILT session | Triggered when a user self-enrolls into a ILT session. The notification is always sent when the course enrollment policy is set to Admin approval, and when it set to Free but the user is placed in the course waiting list because the session is full. | ILT (Instructor-Led Training) Courses and Learning Plans | At Time Of | [session_name] [session_dates] [session_location] [session_classroom] [course_link] [first_name] [last_name] [course_name] [calendar_attachment] [calendar_sync_url] | Users, Power users, Instructor(s), Superadmins, Managers | | | |

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|--|---|--|--------------------|--|--|------------------|--------------------|------------------------|
| User waiting to be enrolled in a course | Notifies the audience that a user is in the waiting list for a course without any session selected | All Course Types and Learning Plans | At Time Of & After | [first_name] [last_name] [username] [course_name] [course_link] [subscribed_at] [session_name] Only for Classroom courses. [session_dates] Only for Classroom courses. [session_location] Only for Classroom courses. [session_classroom] Only for Classroom courses. | Users, Power users, Instructor(s), Superadmins, Managers | | | |
| User was approved into Webinar session | Triggered when the Superadmin approves the self-enrollment of the user in a Webinar session. | Webinars and Learning Plans | At Time Of | [session_name] [session_dates] [course_link] [first_name] [last_name] [course_name] [calendar_attachment] [calendar_sync_url] [webinar_tool] [webinar_session_details] | Users, Power users, Instructor(s), Superadmins | | | |
| User was declined from a Webinar session | Triggered when the Superadmin rejects the self-enrollment of the user in a Webinar session. | Webinars | At Time Of | [session_name] [session_dates] [course_link] [first_name] [last_name] [course_name] [calendar_attachment] [calendar_sync_url] [webinar_tool] [webinar_session_details] | Users, Power users, Instructor(s), Superadmins | | | |
| User was declined from an ILT session | Triggered when the Superadmin rejects the self-enrollment of the user in an ILT session. | ILT (Instructor-Led Training) Courses and Learning Plans | At Time Of | [session_name] [session_dates] [session_location] [session_classroom] [course_link] [first_name] [last_name] [course_name] [calendar_attachment] [calendar_sync_url] | Users, Power users, Instructor(s), Superadmins | | | |
| Users enrolled in Webinar session | Triggered when the user is enrolled by a Superadmin into a Webinar session, or when a user self-enrolls into a webinar session when there is no approval needed by the Superadmin. | Webinars and Learning Plans | At Time Of | [session_name] [session_dates] [course_link] [first_name] [last_name] [course_name] [calendar_attachment] [calendar_sync_url] [webinar_tool] [webinar_session_details] | Users, Power users, Instructor(s), Superadmins | | | |
| Users unenrolled from Webinar session | Triggered when the user is unenrolled by a Superadmin into a Webinar session, or when a user self-unenrolls into a webinar session (when possible). | Webinars and Learning Plans | At Time Of | [session_name] [session_dates] [course_link] [first_name] [last_name] [course_name] [calendar_attachment] [calendar_sync_url] [webinar_tool] [webinar_session_details] | Users, Power users, Instructor(s), Superadmins | | | |
| Webinar session changed | Notifies the audience when the details of a webinar session like time, place, date, etc., have changed. | Webinars | At Time Of | [course_name] [course_link] [session_name] [session_dates] [calendar_attachment] [calendar_sync_url] [webinar_tool] [webinar_session_details] | Users, Power users, Instructor(s), Superadmins | | | |
| Webinar session created | Notifies the audience that a webinar session has been created. For power users, they will need to be assigned the course in which the session was created and the user who created the session. | Webinars | At Time Of | [course_name] [course_link] [session_name] [session_dates] [calendar_attachment] [calendar_sync_url] [webinar_tool] [webinar_session_details] | Power users, Superadmins | | | No |
| Webinar session deleted | Notifies the audience that a webinar session has been deleted by an administrator at the time of the event. | Webinars | At Time Of | [course_name] [course_link] [session_name] [session_dates] [calendar_attachment] [calendar_sync_url] [webinar_tool] | Users, Power users, Instructor(s), Superadmins | | | |

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|--|--|--|--------------------|---|--|------------------|--------------------|------------------------|
| Webinar session starting | Notifies the audience that a webinar session is starting at a defined interval before the start time. | Webinars | Before & After | [course_name] [course_link] [session_name] [session_dates] [calendar_attachment] [calendar_sync_url] [webinar_tool] [webinar_session_details] | Users, Power users, Instructor(s), Superadmins | | | |
| Manager request not accepted | Triggers when a user does not accept a manager request to confirm their association. | N/A | At Time Of | [manager_first_name] [manager_last_name] [manager_username] [manager_email] [manager_level] [subordinate_first_name] [subordinate_last_name] [subordinate_username] [subordinate_email] [subordinate_level] [lms_link] [manager_type] | Users, Power Users, Superadmins | | | |
| Team member added to a team | Triggers when a user accepts a manager request to confirm their association or identifies a manager as his/her manager, and when an Admin or Power User creates or forces an association from the Manage Team Request page. | N/A | At Time Of | [manager_first_name] [manager_last_name] [manager_username] [manager_email] [manager_level] [subordinate_first_name] [subordinate_last_name] [subordinate_username] [subordinate_email] [subordinate_level] [lms_link] [manager_type] | Managers, Power Users, Superadmins | | | |
| Admin asks to check your team | Triggers when an Admin or a Power User selects the Send notification to a Manager option from the Manage Team Request page when the association request is in Pending status, to inform the manager that the team member has not accepted the request yet. When this notification is sent as a mass action to more than 99 users, a background job will automatically start. | N/A | At Time Of | [manager_first_name] [manager_last_name] [manager_username] [manager_email] [manager_level] [subordinate_first_name] [subordinate_last_name] [subordinate_username] [subordinate_email] [subordinate_level] [lms_link] [manager_type] | Users, Power Users, Superadmins | | | |
| CERTIFICATION NOTIFICATIONS | | | | | | | | |
| Certification has been issued | This notification is triggered when a certification is received after the completion of any course. This trigger requires the [Re-certification and Retraining APP] to be active. | Any course with a certification assigned | At Time Of & After | [cert_title] [cert_description] [cert_expire_at] [cert_issued_on] [cert_item_name] [cert_item_type] [username] [first_name] [last_name] [user_email] | Users, Power users, Superadmins | | | No |
| Certification has expired | This notification is triggered when a certification is approaching its due date. This trigger requires the [Re-certification and Retraining APP] to be active. | Any course with a certification assigned | Before & After | [cert_title] [cert_description] [cert_expire_at] [cert_issued_on] [cert_item_name] [cert_item_type] [renew_link] [username] [first_name] [last_name] [user_email] | Users, Power users, Superadmins | | | No |
| GAMIFICATION NOTIFICATIONS | | | | | | | | |
| Contest Completed | Triggers when a contest timeframe has elapsed. This trigger requires the [Gamification APP] to be active. | N/A | All | [contest_description] [contest_end_date] [contest_goal] [contest_link] [contest_name] [contest_start_date] | Users, Power Users, Superadmins | | | No |
| New Contest Started | Triggers when an admin creates a new contest. This trigger requires the [Gamification APP] to be active. | N/A | All | [contest_description] [contest_end_date] [contest_goal] [contest_link] [contest_name] [contest_start_date] | Users, Power Users, Superadmins | | | No |
| Superadmin approved the reward request | Triggers when a Superadmin approves a reward request submitted by a learner from inside the Rewards Marketplace. | N/A | At Time Of | [first_name] [last_name] [username] [reward_name] [reward_coins] [reward_request_date] | Users, Superadmins | | | |

| Event | Description | Applicable Course Types | Time Triggers | Available Shortcodes | Recipients | Additional Notes | Template Available | Visible to Power Users |
|--|---|--------------------------------|----------------------------|---|---------------------------------|---|--------------------|------------------------|
| Superadmin rejected the reward request | Triggers when a Superadmin rejects a reward request submitted by a learner from inside the Rewards Marketplace. | N/A | At Time Of | [first_name] [last_name] [username] [reward_name] [reward_coins] [reward_request_date] | Users, Superadmins | | | |
| User asked to redeem a reward | Triggers when a user asks to redeem their coins for a reward in the Rewards Marketplace. The notification is sent to the Superadmin. | N/A | At Time Of | [first_name] [last_name] [username] [reward_name] [reward_coins] [reward_request_date] | Superadmins | | | No |
| Other Notifications | | | | | | | | |
| E-Commerce settings were changed | Triggered when an Admin updates the Ecommerce settings, any of them. | N/A | At Time Of, Before & After | [username] [first_name] [last_name] [user_email] | Superadmin | | | No |
| Send an external notification | A notification type that can be triggered remotely from a third party using APIs. Must have the one of the following fields: Docebo User ID, Docebo username, and Docebo Unique User ID (UUID). | N/A | At Time Of | [username] [first_name] [last_name] [user_email] [user_password] [ims_link] [register_date] [verification_link] [course_name] [course_link] [expire_at] [session_name] [session_dates] [session_location] [webinar_session_details] [learningplan_code] [learningplan_name] [learningplan_user_validity_start] [learningplan_user_validity_end] | External | Used for the <i>Course has Changed</i> webhook for the Automation App. The [user_password] shortcode will be substituted by the <i>Reset Your Password</i> link in the notification. | | |
| New Privacy Policy Version | Triggered when a new version of any privacy policy (default or not) is created in the platform. | N/A | At Time Of | [subdomain_name] [subdomain_url] [user_email] [username] | Users, Power Users, Superadmins | | Yes | No |
| New Terms & Conditions Version | Triggered when a new version of any terms & conditions (default or not) is created in the platform | N/A | At Time Of | [subdomain_name] [subdomain_url] [user_email] [username] | Users, Power Users, Superadmins | | | No |
| New Wire Transfer Transaction | This notification is sent to users selecting wire transfer as payment method for their purchase. It should include all the bank details needed by the user to complete the payment. | All Courses and Learning Plans | At Time Of | [first_name] [last_name] [username] [order_receipt] [order_id] [subtotal] [discount] [total_paid] [company] [address] [state] [zip] [city] [country] [order_items] [bank_details] [transaction_deadline] | Users | | | No |
| Wire transfer transaction cancelled | This notification is sent to users who purchased a course and paid via wire transfer, when their transaction is cancelled by a Superadmin | All Courses and Learning Plans | At Time Of | [order_id] [order_receipt] [order_items] [username] [first_name] [last_name] [date_of_order_cancellation] [payment_date] [admin_who_cancelled] | Users | | | No |
| Wire transfer transaction marked as paid | This notification is sent to the users who purchased a course and paid via wire transfer as a confirmation that the payment has been received. | All Courses and Learning Plans | At Time Of | [first_name] [last_name] [username] [order_receipt] [order_id] [subtotal] [discount] [total_paid] [company] [address] [state] [zip] [city] [country] [order_items] [admin_who_approved] [date_of_payment_accepted] | Users | | | No |

| EVENT | DESCRIPTION | APPLICABLE COURSE TYPES | TIME TRIGGERS | AVAILABLE SHORTCODES | RECIPIENTS | ADDITIONAL NOTES | TEMPLATE AVAILABLE | VISIBLE TO POWER USERS |
|--|--|---|--------------------|---|--|------------------|--------------------|------------------------|
| User modified his Privacy Policy preferences | Triggered when a user has changed changed their acceptance status for a privacy policy to which they are assigned | N/A | At Time Of | [username] [first_name] [last_name] [privacy_policy_name] [privacy_policy_version] [subdomain_name] [previous_answers] [current_answers] | Superadmins | | | No |
| User modified his Terms & Conditions preferences | Triggered when a user has changed changed their acceptance status for the terms & conditions to which they are assigned | N/A | At Time Of | [username] [first_name] [last_name] [tc_name] [tc_version] [subdomain_name] [tc_previous_answer] [tc_current_answer] | Superadmins | | | No |
| Your content tags are ready | Triggered when all of the content tags added to your assets by your platform's artificial intelligence are done generating | N/A | At Time Of | [tag_content_title] [tag_content_url] [tag_content_tags] | Users, Power Users, Superadmins, Instructors | | | No |
| LEARNING PLAN NOTIFICATIONS | | | | | | | | |
| Learner has completed a learning plan | Triggers when all courses in a learning plan have been marked as complete. | Learning Plans and Courses included in Learning Plans | At Time Of | [first_name] [last_name] [username] [learningplan_name] [completed_at] [certificate_url] | Users, Power users, Instructor(s), Superadmins | | | |
| Learning Plan enrollment expiring | Notifies users and Superadmins when the end date for a learning plan is about to be or has passed. | Learning Plans and Courses included in Learning Plans | Before & After | [learningplan_name] [first_name] [last_name] [username] [learningplan_user_validity_start] [learningplan_user_validity_end] | Users, Superadmins | | | |
| New Learning Plan created | Notifies Superadmins when a new learning plan has been created which contains any of the selected courses. | All Courses and Learning Plans | At Time Of | [learningplan_name] | Superadmins | | | No |
| New content in Learning Plan | Triggers when new content has been added to a learning plan. | All Courses and Learning Plans | At Time Of | [learningplan_name] | Users, Power users, Superadmins | | | |
| New Course unlocked in a Learning Plan | Triggers when a user unlocks a course in a learning plan. | Learning Plans | At Time Of & After | [first_name] [last_name] [username] [course_name] [course_link] | Users, Power users, Instructor(s), Superadmins | | | No |
| User was enrolled in a Learning Plan | Notifies the audience when a user has been enrolled to a Learning Plan. | Learning Plans | At Time Of | [first_name] [last_name] [username] [learningplan_name] [learningplan_url] | Users, Power users, Superadmins | | | |
| User was unenrolled from a Learning Plan | Notifies the audience when a user has been unenrolled from a Learning Plan. | Learning Plans | At Time Of & After | [first_name] [last_name] [username] [learningplan_name] | Users, Power users, Superadmins | | | |
| FORUM NOTIFICATIONS | | | | | | | | |
| New Comment | Triggers when a new comment is posted in the New Comment widget of courses. Only users who have commented before will receive this notification. | All Courses and Learning Plans | At Time Of | [course_name] [forum_name] [thread_link] [forum_link] [comment] | Users, Power users, Instructor(s), Superadmins | | | |
| New discussion | Triggers when a new discussion has been created in a course forum. | All Courses and Learning Plans | At Time Of | [forum_name] [thread_title] [thread_link] [forum_link] [first_name] | Users, Power users, Instructor(s), Superadmins | | | |
| New reply | Triggers when a user replies to a forum thread. Only users who have commented before on the thread will receive this notification. | All Courses and Learning Plans | At Time Of | [forum_name] [thread_title] [thread_link] [forum_link] | Users, Power users, Instructor(s), Superadmins | | Yes | |
| OBSERVATION CHECKLISTS | | | | | | | | |
| New Manager Observation Checklists to Complete | Triggered when a manager has a new observation checklist to complete for his/her team | N/A | At Time Of | N/A | The recipient is automatically selected by the notification according to the checklist workflow. | | | |
| New Observation Checklist to Approve | Triggered when a managers or a user has an observation checklist to approve | N/A | At Time Of | N/A | The recipient is automatically selected by the notification according to the checklist workflow. | | | |

| EVENT | DESCRIPTION | APPLICABLE COURSE TYPES | TIME TRIGGERS | AVAILABLE SHORTCODES | RECIPIENTS | ADDITIONAL NOTES | TEMPLATE AVAILABLE | VISIBLE TO POWER USERS |
|---|--|--------------------------------|--------------------|---|--|--|--------------------|------------------------|
| New Peer Observation Checklists to Complete | Triggered when a user has a new observation checklist to complete for another peer user in the platform | N/A | At Time Of | N/A | The recipient is automatically selected by the notification according to the checklist workflow. | | | |
| New Self Observation Checklists to Complete | Triggered when a user has a new observation checklist to complete for himself/herself | N/A | At Time Of | N/A | The recipient is automatically selected by the notification according to the checklist workflow. | | | |
| Observation Checklist Approved | Triggers when the user or manager in charge of the approval process for a checklist approves it. Notifies the user who has completed the checklist that it has been approved. | N/A | At Time Of | N/A | The recipient is automatically selected by the notification according to the checklist workflow. | | | |
| Observation Checklist Rejected | Triggers when the user or manager in charge of the approval process for a checklist rejects it. Notifies the user who has completed the checklist that it has been rejected, but he or she can correct the responses given. | N/A | At Time Of | N/A | The recipient is automatically selected by the notification according to the checklist workflow. | | | |
| BLOG NOTIFICATIONS | | | | | | | | |
| New blog in course | Triggered whenever a user starts a new blog in a course. | All Courses and Learning Plans | At Time Of | [course_name] [blog_writer] [blog_title] [blog_text] [date_published] | Users, Power users, Instructor(s), Superadmins | | | |
| New comment in My Blog | Triggers when a user comments on another user's blog. This will send to the owner of the blog. | N/A | At Time Of | [comment_user] [blog_text] [comment] [date_published] | Users | | | No |
| New comment in course blog | Triggers when a user comments on a course blog. | All Courses and Learning Plans | At Time Of | [course_name] [blog_writer] [comment_user] [blog_title] [blog_text] [comment] [date_published] | Users, Power users, Instructor(s), Superadmins | | | |
| USER NOTIFICATIONS | | | | | | | | |
| Newsletter Sent | Triggers when a newsletter is sent by an Admin. | N/A | At Time Of | [first_name] [last_name] [username] | Users, Power Users, Superadmins | | | No |
| User approval | Triggers when an Admin or Power User approves a users registration to a course from the course waitlist | All Courses | At Time Of | [first_name] [last_name] [username] [course_name] [course_link] | Users, Power users, Superadmins, Instructor | | | |
| User email address must be verified | Triggers when the <i>Send Email verification at first login</i> option in the <i>Users</i> tab is enabled and the user's email is not verified when the user logs into the platform OR when a user is updated and the email is not verified. The registration type for the user does not matter for this notification. | N/A | At Time Of | [first_name] [last_name] [username] [user_email] [lms_link] [verification_link] | Users, Power Users, Superadmins | | | |
| User has been created (by administrator) | Triggers when an admin creates a new user account. | N/A | At Time Of & After | [first_name] [last_name] [username] [user_email] [user_password] [lms_link] [register_date] [verification_link] [uuid] [first_multidomain] | Users, Power users, Superadmins | The {user_password} shortcode will be substituted by the <i>Reset Your Password</i> link in the notification. For security reasons, upon clicking on the <i>Reset Your Password</i> link, the user will be prompted to enter his/her email address, so that he/she will receive another reset link to finally confirm his/her user creation. | Yes | |
| User has been created (confirmed registration) | Triggers when an Admin or Power User approves a user's registration to the platform from the Users Pending Approval list. | N/A | At Time Of | [first_name] [last_name] [username] [user_email] [lms_link] [uuid] [first_multidomain] [user_password] | Users, Power users, Superadmins | The {user_password} shortcode will be substituted by the <i>Reset Your Password</i> link in the notification. | Yes | |
| User has been deleted | Triggers when an admin or a power user deletes an account. | N/A | At Time Of | [first_name] [last_name] [username] | Superadmins | | | |
| User has been modified | Triggers when the <i>Update</i> button is pressed when editing a user profile. | N/A | At Time Of | [first_name] [last_name] [username] [user_email] | Users, Power users, Superadmins | | | |

| EVENT | DESCRIPTION | APPLICABLE COURSE TYPES | TIME TRIGGERS | AVAILABLE SHORTCODES | RECIPIENTS | ADDITIONAL NOTES | TEMPLATE AVAILABLE | VISIBLE TO POWER USERS |
|--|---|-------------------------|----------------|---|---|--|--------------------|------------------------|
| User has been removed from a group | Triggers when an admin or power user removes a user from a group. | N/A | At Time Of | [first_name] [last_name] [username] [group_name] [group_id] | Users, Power users, Superadmins | | | |
| User has never logged in | Notifies the audience that a new user has never logged into the platform | N/A | After | [first_name] [last_name] [username] [user_email] [lms_link] [register_date] | Users, Power users, Superadmins | | | |
| User has not logged in (in a specific time period) | Notifies the audience that a user hasn't logged in during a specific period of time (set up during the notification) | N/A | After | [first_name] [last_name] [username] [user_email] [lms_link] [register_date] [last_access_date] | Users, Power users, Superadmins | | | |
| User subscribed to a group | Notifies the audience that a user has been added to a group. | N/A | At Time Of | [first_name] [last_name] [username] [group_name] [group_id] | Users, Power users, Superadmins | | | |
| SUBSCRIPTION PLANS | | | | | | | | |
| Subscription bundle has been changed | Triggers when the subscription bundle currently in use has changed | N/A | At Time Of | [bundle_name] [bundle_code] [bundle_description] [bundle_type] [catalog_list] [plan_list] | Power Users, Superadmins | | | No |
| Subscription bundle has been created | Notifies the audience that a new subscription bundle is available. | N/A | At Time Of | [bundle_name] [bundle_code] [bundle_description] [bundle_type] [catalog_list] [plan_list] | Power Users, Superadmins | | | No |
| Subscription plan has been purchased | Notifies the audience that a subscription plan has been purchased | N/A | At Time Of | [purchase_date] [transaction_code] [expiration_date] [bundle_name] [type] [capacity] [price] [note] [plan_name] [sold_to] | Users, Power users, Superadmins | This notification is always sent also to Superadmins, independently from the selected recipient set for the notification. | | No |
| Subscription plan has expired | Notifies the audience that the subscription plan has expired | N/A | Before & After | [purchase_date] [transaction_code] [expiration_date] [bundle_name] [type] [capacity] [price] [note] [plan_name] [sold_to] | Users, Power users, Superadmins | | | No |
| Subscription record has almost exhausted capacity | Notifies the audience that the subscription plan capacity is almost over | N/A | At Time Of | [purchase_date] [transaction_code] [expiration_date] [bundle_name] [type] [capacity] [used_capacity] [remaining_capacity] [price] [note] [plan_name] [sold_to] | Power Users, Superadmins | This notification is sent when the number of seats assigned for a subscription are equal to or greater than 80% capacity. | | No |
| Subscription record has exceeded capacity | Notifies the audience that the subscription plan has exceeded its capacity. | N/A | At Time Of | [purchase_date] [transaction_code] [expiration_date] [bundle_name] [type] [capacity] [used_capacity] [remaining_capacity] [price] [note] [plan_name] [sold_to] | Power Users, Superadmins | | | No |
| DISCOVER, COACH & SHARE NOTIFICATIONS | | | | | | | | |
| Answer marked as Best Answer | Triggers when a user marks an answer as the best answer for a particular question. The owner of the answer will receive the notification. | N/A | At Time Of | [app7020_owner_question] [app7020_question_url] | The owner of the answer will receive the notification | | | No |

| EVENT | DESCRIPTION | APPLICABLE COURSE TYPES | TIME TRIGGERS | AVAILABLE SHORTCODES | RECIPIENTS | ADDITIONAL NOTES | TEMPLATE AVAILABLE | VISIBLE TO POWER USERS |
|------------------------------------|--|-------------------------|---------------|---|---|--|--------------------|------------------------|
| Asset Approved | Triggers when the asset uploaded by the asset owner is approved by the channel's expert during his/her peer review. The asset cannot be published in the channel(s) in which the asset owner shared the asset. | N/A | At Time Of | [first_name] [app7020_asset_author] [app7020_asset_title] [app7020_asset_thumb] [app7020_user_email] [app7020_asset_url] [app7020_user_avatar] [app7020_user_name] [app7020_channel_name] | The owner of the asset will receive the notification | | Yes | |
| Asset Rejected | Triggers when the asset uploaded by the asset owner is rejected by the channel's expert during his/her peer review. The asset is published in the channel(s) in which the asset owner shared the asset. | N/A | At Time Of | [first_name] [app7020_asset_author] [app7020_asset_title] [app7020_asset_thumb] [app7020_user_email] [app7020_asset_url] [app7020_user_avatar] [app7020_user_name] [app7020_channel_name] | The owner of the asset will receive the notification | | Yes | |
| Asset Upload Error | Triggers when there is an error while uploading the content that the asset owner is trying to upload using the Share Content functionality | N/A | At Time Of | / | The person who is uploading the asset via the Share Content functionality will receive the notification | | Yes | |
| Answer deleted by Superadmin | Triggers when a Superadmin deletes an answer. The owner of the answer will receive the notification. | N/A | At Time Of | [app7020_super_admin] [app7020_content_title] | The owner of the answer will receive the notification. | | | |
| Asset deleted by Contributor | Triggers when an owner deletes his or her own asset. If the asset was published in a channel that requires peer review, all Experts of that channel will receive the notification. | N/A | At Time Of | [app7020_owner_content] [app7020_content_title] | If the asset was published in a channel that requires peer review, all Experts of that channel will receive the notification. | | | No |
| Digest: Assets Marked as Outdated | Triggered when an asset is marked as outdated by a user. The owner of the content will receive the notification. | N/A | Every | [marked_count] [marked_content] [ref_url] | The owner of the content will receive the notification | | | |
| Digest: Courses Marked as Outdated | Triggered when a course is marked as outdated by a user. The platform administrator will receive the notification. | N/A | Every | [marked_count] [marked_content] [ref_url] | The platform administrator will receive the notification | | | |
| You were mentioned | Triggers when a user has mentioned another user in a comment via the respective command @mention. The notification is sent to the user who has been mentioned. | N/A | At Time Of | [first_name] [last_name] [username] [fullname] [user_email] [app7020_content_title] [app7020_content_url] [app7020_owner_content] | The notification is sent to the user with whom the asset is shared. | Users, Power users, Instructor(s), Superadmins | | |
| New Asset to Review | Triggers when a new asset is ready to be published. The notification will be sent to the Expert(s) of the channel that needs to review the asset. | N/A | At Time Of | [first_name] [app7020_asset_author] [app7020_asset_title] [app7020_asset_thumb] [app7020_user_email] [app7020_asset_url] [app7020_user_avatar] | The notification is be sent to the Expert(s) of the channel that needs to review the asset. | | Yes | No |
| New Content Shared with you | Triggers when a content has been shared by a user via the Shared Content functionality. The notification is sent to the user with whom the asset is shared. | N/A | At Time Of | [first_name] [app7020_content_title] [app7020_content_url] [app7020_content_thumb] [app7020_inviter_name] [username] [app7020_inviter_avatar] [app7020_content_thumb_original] | The notification is sent to the user with whom the asset is shared. | | Yes | No |
| New Question to Expert | Triggered when a user submitted a question assigned to a channel. The notification is sent to all Experts of that channel. | N/A | At Time Of | [app7020_question_title] [app7020_owner_question] [app7020_question_url] [app7020_owner_question_avatar] [app7020_email_users] [app7020_first_name] | The notification is sent to all Experts of that channel. | | Yes | No |
| New to Watch Invitation | Triggered when a user invites user(s) to watch the new content. This notification is sent to all invited users. | N/A | At Time Of | [first_name] [app7020_content_title] [app7020_content_url] [app7020_content_thumb] [app7020_inviter_name] [app7020_inviter_avatar] [app7020_content_thumb_original] | This notification is sent to all invited users. | | Yes | No |
| New Answer for a Question | Triggered when a user or Expert answers a question. This notification is sent to the owner of the question. | N/A | At Time Of | [app7020_owner_answer] [app7020_question_url] [app7020_answer_owner_avatar] [app7020_owner_question] [app7020_answer_title] [app7020_question_owner_email] | This notification is sent to the owner of the question. | | Yes | No |
| New Channel Assignment | Triggered when an Expert is assigned to a channel. The notification is sent to the new expert. | N/A | At Time Of | [app7020_super_admin] [app7020_channel_name] | The notification is sent to the new expert. | | | No |
| New Content Published | Triggered when an Expert or Superadmin publishes new content. This notification is triggered when a user uploads an asset into a channel that requires peer review, then the Expert of that channel reviews and publishes the content. | N/A | At Time Of | [app7020_content_title] [app7020_content_url] [app7020_publisher] | Superadmin, and the owner of the asset. | | Yes | No |

| EVENT | DESCRIPTION | APPLICABLE COURSE TYPES | TIME TRIGGERS | AVAILABLE SHORTCODES | RECIPIENTS | ADDITIONAL NOTES | TEMPLATE AVAILABLE | VISIBLE TO POWER USERS |
|-----------------------|--|-------------------------|---------------|---|---|------------------|--------------------|------------------------|
| New Content Uploaded | Triggered when a user uploads and publishes new content in a channel that does not require peer review. If the channel has an expert (without peer review), the notification is sent to the Expert. | N/A | At Time Of | [app7020_content_title] [app7020_content_url] [app7020_publisher] | If the channel has an expert (without peer review), the notification is sent to the Expert. | | | No |
| New Peer Review | Triggered when the owner of the content, an Expert, or a Superadmin adds a peer view message to the content, regardless of whether the content is published or not. This notification is only triggered one time per day, regardless of the amount of peer review messages in a day. The notification is sent to the owner and all users (Experts or Superadmins) involved in the peer review message. | N/A | At Time Of | [app7020_content_title] [app7020_content_url] [app7020_peer_review_body] [app7020_owner_peer_review] [first_name] | The notification is sent to the owner and all users (Experts or Superadmins) involved in the peer review message. | | Yes | No |
| New Tooltip Added | Triggered when the owner, Expert, or Superadmin adds a tooltip to content, regardless of whether the content is published or not. This notification is only triggered one time per day, regardless of the amount of peer review messages in a day. | N/A | At Time Of | [app7020_tooltip_owner] [app7020_tooltip_body] [app7020_tooltip_position] [app7020_content_title] [app7020_content_url] | Superadmin, all Experts and owner. | | | No |
| Your content is ready | Triggers when the asset owner is uploading a piece of content using the Share Content functionality, and the platform finishes uploading the content | N/A | At Time Of | [app7020_asset_id] [app7020_asset_title] | The person who is uploading the asset via the Share Content functionality will receive the notification | | Yes | |