

Reminder emails (Agents) can be automated to remind students who have not completed their course on a predetermined schedule. For example, a student may receive an email every Friday at 9am that they have not completed their course. Once the course is complete, the emails will stop. Additionally, a summary email will be sent to designated person(s) with the list of students who haven't yet completed the course.

While these emails must be set up on a course by course basis, they can quickly and easily be cloned into any or all courses.

Reminder Emails are called Agents

1. Click on **Courses** at the top of the home page
2. Select the course to which you want to add the agent
3. Click on **Agents** on the left side
4. Click the green plus sign under **Threshold Alerts** to add a new agent 
5. Sub Type should be **"Gradebook Progress"**
6. Enter a Title (students will not see the Title, it serves as a description of this agent)
7. Threshold Operator is "less than"
8. Choose Threshold at "99%"
9. Choose a Recurrence of Weekly or Daily
10. Choose day(s) of the week to send the alert
11. Choose the Action Time to send the alert
12. Check Send to Students
- 13. Do NOT check to send the summary to the instructor (STAR)**
14. Add additional recipients to send a summary. A summary will include a list of all users who received the reminder. Summaries are typically sent to Admins or Training Managers.
- 15. Enter a Subject such as "Incomplete Course"—this is the subject of the email a student will receive. The course title is automatically appended to the subject.**
16. Write the body—this is the message a student will receive. You can use macros to personalize the email: {FirstName} and {LastName}. This is helpful if the student's email address is set to the supervisor.
17. Click **Save**

Courses » Course Agents » Edit Threshold Alert

Edit Threshold Alert

Sub Type
Gradebook Progress

* Title
Progress Reminder

Threshold Operator
less than

Threshold
99
%

Recurrence
Weekly

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

Sunday

Action Time
9 am

Send to Students

Send Summary to Instructor

Send Summary to TAs

Helpful Hint: These selections will generate an email at predetermined times when a student's lesson completion is less than 99%, which is considered incomplete.

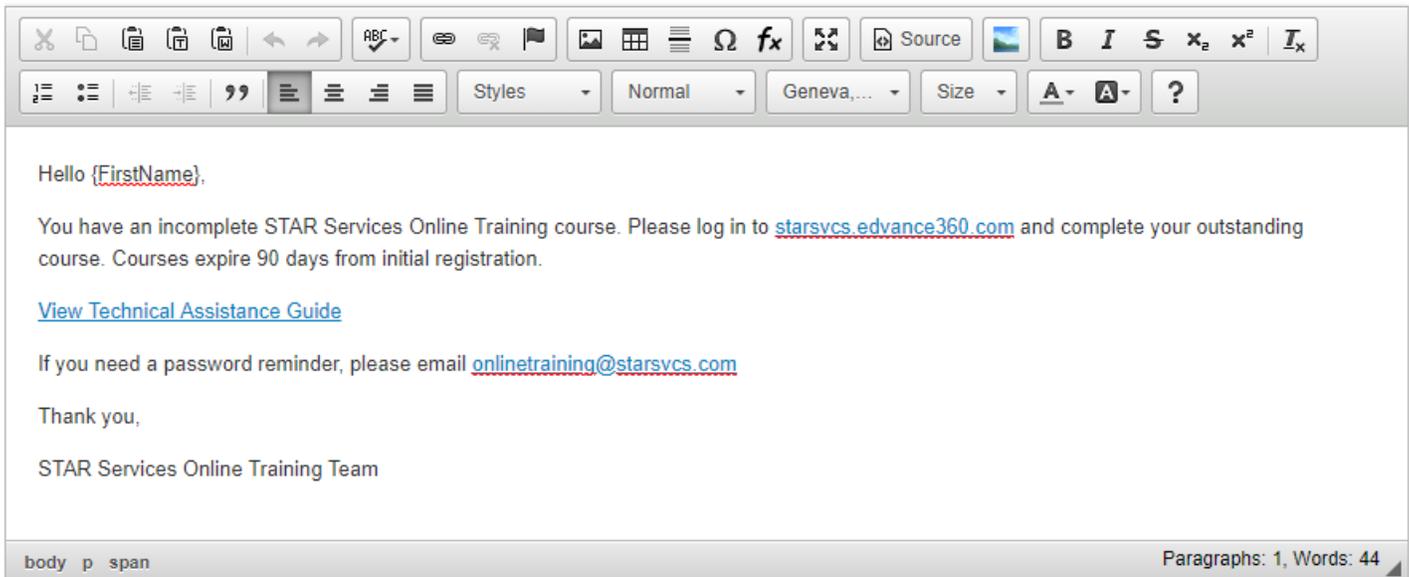
Note: It is advised the message be written in a generic fashion if you will be cloning the agent to other courses.

Example Agent:

Subject

Incomplete Course Reminder | STAR Services Online Training

Message



Hello (FirstName).
 You have an incomplete STAR Services Online Training course. Please log in to starsvcs.edvance360.com and complete your outstanding course. Courses expire 90 days from initial registration.
[View Technical Assistance Guide](#)
 If you need a password reminder, please email onlinetraining@starsvcs.com
 Thank you,
 STAR Services Online Training Team

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Cloning Agents

Agents may be cloned into other courses for reminder emails across other trainings.

1. Click on **Admin** tab at the top of the home page
2. Click **Cloning Tools** from the lefthand menu
3. Choose **Content Cloning**
4. Choose the course to copy from by clicking the radio dial next to the course name
5. Choose the course(s) to copy to (if necessary, change instructor or show all courses to display options). You can clone to all courses in a single term at one time.
6. Choose "Agents" under Select Content to Copy. **Note: Choosing anything else will override existing settings in the course being cloned to. Be sure to ONLY choose Agents**
7. Click **Submit**

Do this for one or all courses.