

**RelianSys**<sup>®</sup>  
Transforming Governance

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**FAQ - Types of Email  
Reminders**

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## Types of Email Reminders

RelianSys® Governance Suite has many types of email reminders that you can set up. They are all summarised below. This is also explained in various places in the User manual and Help Screens.

COMPONENT	ALERT TYPE	WHEN IT IS SENT
All	Initial User Setup	When a User is set up in the system, they are automatically advised of their login details. This is a once-only emails advice.
Compliance	Obligation First/next Due Date	The email notifications go out every day depending on the dates. Weekly until actioned.
Audit	Audit Due Date	The email notifications go out every day depending on the dates. Weekly until actioned.
Audit Compliance Risk	CAR or Task	The same notification process applies for when a Follow up Date and Responsibility are allocated. In this case, the email notification is sent instantly upon changes made.  The email notifications go out every day depending on the dates. Weekly until actioned.
Compliance Risk	MAP-action (refers to the Time Frame/Due Date in the project plan-level MAP - Action Plan)	The email notifications go out every day depending on the dates. Weekly until actioned. After that date, you get weekly "MAP-action" reminders.
Compliance Risk	MAPa-review (short for MAP Action Review) refers to the Time Frame/Due Date in the individual MAP - Action Plan reports	This is actioned for the time interval between the initial Raised Date and the Time Frame/Due Date, according to the Review Period, which is manually selected if required by the person who is designated for that MAP-action (effectively the request to be reminded at certain selected periods leading up to the Time Frame/Due Date). They stop once the due date has been reached.
Compliance	Subscribed Obligation	When an Obligation in a Subscribed Register is changed, any User who has been allocated Responsibility for that Obligation

	Changes	<p>is automatically emailed to let them know it has changed. They are directed to the Obligation Changed Report to review the changed obligation.</p> <p>Note - when a Subscribed Obligation has been updated and saved as 'Minor Change', NO email alert is issued.</p>
Audit Compliance Risk	Escalation to Managers	If the escalation function has been set up, emails are sent weekly to the designated manager once a Compliance Obligation, CAR or MAP-action is 14 days or more overdue.
Audit Compliance Incident Risk	CARs/Tasks, MAPs & Incidents	These can also be manually sent to selected people if and when required.
Delegation	Delegation Register Changes alert to Administrators	When a Provision in a subscribed Delegation Register is changed, the Administrators receive an email alert.
Delegation	Authority alert	When a Delegate has been associated with a Provision, and sent for approval, the Approver receives an email on each day that is done.
Incident	Manager notification	When an incident is first entered, it is allocated to a Manager, and others can be cc'd into the Incident. They all receive a notification email that the Incident has been raised.
Incident	Manager review	When an Incident is allocated to a Manager, they receive a weekly alert until it is Concluded.
Authorisations	Authorisation alert to Administrators	When changes to a subscribed Instrument of Authorisation have been published
Monitor	Record Due Date	The email notifications go out 4, 2 and 1 weeks before due date, day of and overdue. Weekly until actioned. Reminder emails optional.
Monitor	Task Due Date	The email notifications go out 4, 2 and 1 weeks before due date, day of and overdue. Weekly until actioned. Reminder emails optional.