

RelianSys[®]
Transforming Governance

**FAQ - Types of Email
Reminders**

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 |

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|--------------------------------|---|---|
| | Changes | is automatically emailed to let them know it has changed. They are directed to the Obligation Changed Report to review the changed obligation. Note - when a Subscribed Obligation has been updated and saved as 'Minor Change', NO email alert is issued. |
| 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. |