

Messaging

Messaging refers both to automatic alerts and tasks from Totara Learn about new forum posts, assignment submission notifications etc. as well as conversations created via the [instant messaging](#) feature.

Message and task alerts

Users can receive message and task alerts from Totara Learn in a number of ways and for a number of reasons. Users may for instance receive instant messages via the Messages block or they may be messaged by their course trainer via the People block. A trainer might receive automatic notifications of assignment submissions and admins might receive notification of problems with the site.

How these messages and others are received can be set by each user from the **Messaging** link on their [Preferences](#) page. Check boxes allow the user to select how they wish to be notified of incoming messages. See [Messaging outputs](#) for more information.

Alerts can be for a manager and/or learner depending on how you set up the approval and request process.



Read alerts are dismissed automatically from the alerts block after 30 days.

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List of task and alert notifications

The following is a list of the messages that are added to the Message and Task block within Totara. Depending on the message output settings these may also be sent to the user's email.

Feature	Notes	Type	Description
Program management	Read more in the Add program messages subsection of the Managing programs page.	Task	Program extension.
		Alert	Sent from the Messaging tab: <ul style="list-style-type: none">▪ Program enrolment.▪ Exception reports.▪ Unenrolment.▪ Program due.▪ Program overdue.▪ Program completed.▪ Course Set due.▪ Course Set overdue.▪ Course Set completed.▪ Learner follow-up.
Certifications	Read more in the Add certification messages subsection of the Managing certifications page.	Task	Certification extension.

		Alert	<p>Sent from the Messages tab:</p> <ul style="list-style-type: none"> ▪ Enrolment. ▪ Exception reports. ▪ Unenrolment. ▪ Program due. ▪ Program overdue. ▪ Program completed. ▪ Course Set due. ▪ Course Set overdue. ▪ Course Set completed. ▪ Learner follow-up. ▪ Re-certification window open. ▪ Re-certification window due to close. ▪ Failure to recertify.
Appraisals	Read more on the Creating appraisal notifications page.	Task	<p>Set in the Messages tab:</p> <ul style="list-style-type: none"> ▪ Appraisal activation. ▪ Stage completion.
		Alert	Close appraisal.
360 Feedback	Read more in the Requesting 360° feedback subsection of the 360 feedback page.	Task	Feedback request.
		Alert	<ul style="list-style-type: none"> ▪ Cancel feedback request. ▪ Update system and external assignments. ▪ Feedback reminders.
Learning Plans		Task	<ul style="list-style-type: none"> ▪ Plan requested. ▪ Item requested.

		Alert	<ul style="list-style-type: none"> ▪ Objective status creation. ▪ Objective status edited. ▪ Objective status deletion. ▪ Plan approved. ▪ Plan updated. ▪ Plan declined. ▪ Plan deleted. ▪ Plan comment made. ▪ Course completed. ▪ Course approved. ▪ Course updated. ▪ Course declined. ▪ Course completed. ▪ Competency approved. ▪ Competency updated. ▪ Competency declined. ▪ Competency completed. ▪ Objective approved. ▪ Objective updated. ▪ Objective declined. ▪ Objective completed.
Seminar	Read more on the Notification templates page (part of the Seminar management section).	Task	Seminar approval.
		Alert	<p>All Seminar notifications:</p> <ul style="list-style-type: none"> ▪ Booking cancellation. ▪ Booking confirmation. ▪ Booking date /time changed. ▪ Booking declined. ▪ Booking reminder. ▪ Booking request. ▪ Session trainer cancellation. ▪ Session trainer unassigned. ▪ Trainer confirmation. ▪ Waitlisting advice.
HR Import	Read more in the Notifications subsection of the HR Import general settings page.	Alert	<p>HR Import notifications:</p> <ul style="list-style-type: none"> ▪ Errors. ▪ Warnings.
Audiences	Read more about setting up alerts as part of the steps for setting up set or dynamic audiences on the Audiences page.	Alert	<ul style="list-style-type: none"> ▪ Notify users being added /removed. ▪ Broken rules in audiences notification
Totara Core	-	Alert	Update temporary manager.

Feedback	Course feedback reminders (alert)	Alert	Reminder to complete course feedback.
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List of email notifications

The following are the standard messages that are sent out by email - these can be disabled using message output settings.

Feature	Output Name	Description	Recipients
Assignment	Assignment notifications.	Learner has submitted an assignment.	Trainers.
	Essay graded notification.	Notify learners a trainer has graded an essay question.	Learner.
Quiz	Confirmation of your own quiz submissions.	Notice your quiz was successfully submitted.	Learners.
	Warning when your quiz attempt becomes overdue.	Time limit for quiz has been reached.	Learners.
	Notification of quiz submissions.	Message that a learner has submitted a quiz.	Trainer.
Admin	Important errors with the site.	Notice a major error has occurred.	Site admins.
	Available update notifications.	Updates to Totara available.	Sit admins.
	Backup notifications.	Automated backup schedule run completed.	Site admins.
	Notifications of rule subscriptions.	Notice of events that have a rule triggered.	Site admins.
	Notices about minor problems.	Notice a minor error has occurred .	Site admins.
Badges	Badge creator notifications.	Notice that badge has been awarded.	User who created the badge.
	Badge recipient notifications.	Notice that badge has been awarded.	User who is awarded a badge.
Course	Course creation request approval notification.	Notice a requested course has been approved.	Defined in <i>Site admin > Courses > Course request > Course request notification.</i>
	Course creation request notification.	Notice a course has been requested.	Defined in <i>Site admin > Courses > Course request > Course request notification.</i>
	Course creation request rejection notification.	Notice a requested course has been rejected.	Defined in <i>Site admin > Courses > Course request > Course request notification.</i>
	Manual enrolment expiry notifications.	Notice if manual enrolment about to expire.	Manual enrollees.
	Self enrolment expiry notifications.	Notify users when their enrolment expires.	Either: <ul style="list-style-type: none"> ▪ Enroller only. ▪ Enroller and enrolled user.
Feedback	Feedback reminder.	Feedback non-respondent reminder message.	Learner feedback activity non-responders.
	Feedback notifications.	Notices from setting Enable notification of submissions.	Trainer, Feedback administrator.
Messaging	Personal messages between users.	Using the Messaging interface in a user's Profile.	Authenticated users.
	Message to confirm that an inbound message came from you.	Message to confirm that an inbound message came from you.	Message recipient.
	Warning when an inbound message could not be processed.	Message to identify messages received that are not able to be delivered.	Site admins.

	Confirmation that a message was successfully processed.	Message to identify messages received that are able to be delivered.	Site admins.
Forum	Subscribed forum posts.	Master switch for forum subscription handling.	Anyone subscribed to a forum.

Instant messaging

To set how you receive instant messages, please see [Message outputs](#).