

Adding program messages

Customised, automated messages can be created and emailed to all users assigned to a program. An optional message for the managers of each assigned learner can also be added, depending on the [message type](#) selected.

When adding messages to a program, open the **Messages** tab in the relevant program and follow the below steps:

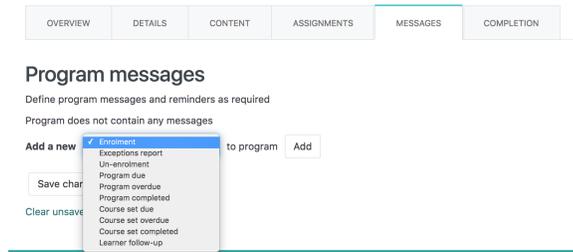
1. Select the required [message type](#) from the **Add a new** drop down menu and choose **Add**.
2. If relevant, set a time based **Trigger** for the message being sent
3. Add a **Subject** line and **Message** body, using [variables](#) as required.
4. Select **Send notice to manager** to send a message to the manager of a learner at the same time the learner message is sent. If a learner has multiple job assignments with more than one manager, the message will be sent to all managers.
5. Add a **Subject** line and **Message** body for the manager notice, using [variables](#) as required
6. Select **Save changes** to save the message(s).

If a subject is not provided i.e. the field is left blank, the manager subject is populated with the default language strings for each message type.

The **Enrolment** message and **Exceptions report** message is added by default for every program.



The subject of the message will be displayed to recipients within their [Dashboard](#).



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The Totara Academy has a whole course dedicated to using [Programs and certifications](#) in Totara Learn. Here you can learn more on how to use programs and certifications, see best practice, and give it a go yourself.

Message types

Message Type	Description
Enrolment	A message is sent to the learner when they are assigned to a program.
Exceptions report	A message is sent to site administrators when there are new exceptions on the program. An exception occurs when the system is not able to process an action related to the program, e.g. the completion date is set for 30 days from the position start date, but this field is empty for a user assigned to the program.
Un-enrolment	A message is sent to a learner if they are unenrolled from a program.
Program due	A message is sent to the learner a set number of days, weeks or months before the learner is due to complete the program.
Program overdue	A message is sent to the learner when the program completion date for the learner has passed.
Program completed	A message is sent to the learner when they complete the program.
Course set due	Sent a certain length of time before the current course set is due. The due date is calculated by adding the course set Minimum time required to the date the user started the course set.
Course set overdue	Sent a certain length of time after the current course set is due. The due date is calculated by adding the course set Minimum time required to the date the user started the course set.
Course set completed	This message will be sent whenever a course set is completed.

Learner follow-up	A message is sent to a learner a set period of time after they have completed the program.
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Variable substitution

Variables can be inserted into the **Subject** and/or body of a **Message** so that they will be replaced with personalised or the relevant values when the message is sent. Variables should be inserted exactly as shown.