

Sending and Managing Reminders in Rapid Learning™

Once a student is enrolled in a course, reminder emails help keep them on track by reminding them to view a course or curriculum they have not started, or completed. Reminder emails can be sent to students or groups of students on demand, at a scheduled time or at a recurring interval and can be customized to suit your needs. This document provides Course Authors and Learning Administrators the process steps for sending and managing course and curriculum reminders in Rapid Learning™.

Access Rapid Learning™

1. Log into your Brainshark site.
2. If your Administrator has set Rapid Learning™ as the default application, you will see the **My Current Enrollments** page when you log in.
3. If Rapid Learning™ is not the default application, select **My Applications > Learning** from the main blue navigation bar.

Send a Reminder

Reminders can be sent to all students enrolled in a particular course or curriculum based on their completion status. Alternatively, they can also be sent to an individual student or group of students. The following steps outline the process for sending a reminder.

Send a Reminder to all Students

1. Select the **Authoring** tab from the main blue navigation bar.
 2. Choose **My Courses/My Curriculum**s.
 3. Select the **Course/Curriculum Title** to open a menu of tasks.
 4. Select **Send Reminders**.
 5. Enter the **Name** of the reminder.
 6. Select whether to **Send a reminder message for this course to:**
 - All enrolled students
 - All enrolled students who have not completed the course/curriculum
 - All enrolled students who have not passed the test (this option is available only for courses)
- NOTE:** If you would like to send a reminder to an individual student or group, please refer to the [Send a Reminder to an Individual Student or Group](#) section.
7. Select **When to Send** the reminder:
 - Now
 - On a set date by selecting or entering the date in the field provided

- At a set time relative to a student’s enrollment date by selecting the number of days, weeks or months after enrollment
8. Select whether the reminder should repeat. If selected, specify the interval.
 9. Select whether the reminder should expire.
 - **Never**—the reminder will never expire. If you chose to send the reminder relative to a student’s enrollment date, or set the reminder to repeat, the reminders will continue to be sent indefinitely.
 - **On**—if selected, an expiration date for the reminder can be set. If you chose to send the reminder relative to a student’s enrollment date, or set the reminder to repeat, the reminders will no longer be sent after the expiration date.
 10. Click **Submit** to automatically send the reminder email. You can use the default email message or customize it.

NOTE: Be sure you don’t alter the text within chevrons (<< >>) as it will be populated automatically by Brainshark.

Send a Reminder to an Individual Student or Group

1. Select the **Authoring** tab from the main blue navigation bar.
2. Choose **My Courses/My Curriculums**.
3. Click the **Course/Curriculum Title** to open a menu of tasks.
4. Select **Enroll Students**.
5. In the **Enrolled Students/Enrolled Groups** section:
6. Select the checkbox next to an existing enrollment and click the **Send Reminder** link to send a reminder to the selected student or group. Multiple enrollments can also be selected.
7. The **Show Students** button displays a list of the student or group of students the reminder will be sent to.
8. *When to Send* is automatically set to **Now** and cannot be changed. If you want to create a scheduled reminder, please refer to the [Send a Reminder to all Students](#) section.
9. Click **Submit** to automatically send the reminder email. You can use the default email message or customize it.

NOTE: Be sure you don’t alter the text within chevrons (<< >>) as it will be populated automatically by Brainshark.

Manage Scheduled Reminders

At some point you may need to edit, delete or check the status of an existing scheduled reminder. The following section provides process steps for managing your scheduled reminders.

1. Select the **Authoring** tab from the main blue navigation bar.
2. Choose **My Courses/My Curriculums**.

3. Select the **Course/Curriculum Title** to open a menu of tasks.
4. Select **Manage Reminders**.
5. On the *Manage Reminders* page you can:
 - a. View the **Name** of the Reminder, **Which Group** the reminder is assigned to, the date **Last Sent** and the **Next Run Date**.
 - b. View the **State** of the reminder:
 - i. **Active**—The reminder is scheduled and has yet to be sent, is set to repeat and has not expired.
 - ii. **Expired**—The reminder has already been sent, is not set to repeat or is expired.
 - c. Delete an existing reminder by selecting the checkbox next to the reminder and clicking **Delete a Reminder**.
 - d. Edit an existing reminder by clicking the **Name** of the reminder.

Next Steps

Report on Views

Once you have distributed your course or curriculum and enrolled students you will likely want to report on the viewing activity. Detailed Reporting information and instructions for running reports can be found in the *Rapid Learning™ Administrator Reporting* [process document](#).