

## Subscriber Email Options

If your organization is using the Public Page, you have the option to allow members of the public subscribe to receive notification emails. The subscribe option can be enabled or disabled, and the time of day when these subscriber emails are queued and sent can be configured. This document may refer to videos or handouts on related subjects. These can be found on our support page. The support page can be reached by clicking on the blue circle with the question mark (found at the top of the page) and selecting 'BoardBook Administration and Meeting Management Help'.

This document will describe some options related to automatic notification emails in settings as well as give instructions on how you can make these changes, or request that we make any changes for you.

Making changes to any of the settings discussed below will require the 'Settings Manager' permission. You can quickly identify whether you have this permission by checking the gray menu bar. If you see the Settings option, you have this permission, if you see User Preferences, you do not.

In this document we will cover the following subjects:

What is a subscriber	this page
What options are available	page 2
Making a change	page 3
Requesting a change	page 4

### What is a subscriber?

Subscribers are members of the public who have hit the 'Subscriber to 'your organization name'' button on your public page. Subscribers receive notification emails when the following events occur:

A meeting, which will appear on the public page, is published.

A meeting, which appears on the public page, is cancelled, or postponed.

A meeting, which appears on the public page, is completed.

A meeting, which appears on the public page, will be starting shortly.

What time these emails are sent are controlled by settings.

## **What options are available**

The first option is simply whether to have the subscriber option on your public page at all. Currently if this option is enabled, the subscriber option will appear as a blue ‘Subscribe to ‘name of your organization’’ button at the bottom of your public page.

If enabled, the next option is whether the subscriber emails will be sent right away, or at a specific time, or times of day.

The final option, if specific times are selected, is to identify either one, or two specific times the mail is to be sent. Note: you are given the option of one or two times. Specifying two times simply means that if, for example, you publish a meeting after the first time listed, the system wouldn’t wait until that time the next day to send the email.

## Making a Change

Note: ***Changing system settings incorrectly can cause issues which may be very difficult to recover from. Many of the settings are NOT intuitive. Please only change or update settings as specifically described in these instructions.*** Please remember that you always have the option to ask us to make the changes for you.

The user permission Settings Manager is required to make any changes in settings. To check for this permission, look at options in the gray menu bar, if you have settings listed you have this permission.

In the gray menu bar select Settings then Public Page Options

Find the 'Subscribe Section on Your Public Page?' setting and either check or uncheck to enable or disable this function.

How often would you like your Subscription Emails sent out? This will have the options below:

Right away

Specify Time(s)

If you choose Specify Times you can identify the times mails will be sent.

Note: you are given the option of one or two times. Specifying two times simply means that if, for example, you publish a meeting after the first time listed, the system wouldn't wait until that time the next day to send the email.

## Requesting a change

Instead of making the change yourself, you can contact our support team and ask us to make the change for you. Below is the information we will need:

Before requesting any change, please ensure you fully understand both the capability described and the options which are available.

Overall, what do you want to change? Please refer to the subject of this handout.

Provide your choices for each of the questions below:

Do you want the subscribe button enabled or disabled on your public page

If you chose disabled, no further information is needed.

How often would you like your Subscription Emails sent out?

If you want them to be sent at a specific time or times, specify either one or two times.