Notifications & Reminders

Campus provides students and advisors appointment notification and reminders. Presently, these are sent via email and text. The settings for notification and reminders are global, thus impacting all users including students. The UMass Amherst Campus Leadership team is continuing to consult with EAB SSC Campus to identify opportunities to most effectively set-up notification and reminders. The information below outlines the current processes. As we learn more, updates will be provided.

Notification Logic
There are 3 notifications associated with an appointment.

Notification 1: Confirmation upon Scheduling
Automated email notification when an appointment is made: This is sent automatically from the system as soon as a user makes an appointment with that advisor/tutor.

Notification 2: Reminder Email
Automated email reminder #1: Reminder email automatically sent at some specified time overnight so that it appears (early) the morning of the appointment. This reminder should be sent out regularly at the same time, however, due to intermittent server volume demands, may be delayed or sent at different times.

Notification 3: Reminder Text
Automated text message reminder #2: This is the second appointment reminder that is sent, typically, in the form of a text message to both the student and advisor/tutor. If the advisor/tutor does not have a cell phone number listed in the site for this purpose, the text reminder will automatically convert to another email reminder.

Managing Notifications in Outlook
Setting up email filters/rules provides a way to streamline notification emails into specific folder. Below are directions for how to set up email rules in Outlook.

Directions for Mac and PC included.
Outlook for Mac

Step 1: From your mailbox home, select the email notification for which you would like to create a rule.

Step 2: Select the ‘Rules’ icon from the top menu bar.

Step 3: Select ‘Create Rule’

Step 4: A pop-up box will open with options for you to create a rule.

- Give your rule a name (ex. SSC Campus Appointment Reminder)
- Determine the conditions
  - Use the +/- to add or remove options
  - Example: Subject contains ‘Appointment Reminder’
- Determine where you want the emails to go
  - Recommended: Move to Folder
  - Folder: CAMPUS Appointment Reminders
- Make sure the two check boxes are checked.

Step 5: Click ‘Ok’

The rule is now in place and incoming new emails should filter to the designated location.

Prefer to watch a video to learn how to set-up a rule? Check out: https://tinyurl.com/y93c9zws.
Outlook for PC
Step 1: On the ‘file’ tab, choose ‘Manage Rules & Alerts’

Step 2: In the ‘Rules & Alerts’ box, on the ‘Email Rules’ tab, choose ‘New Rule’


Step 4: Choose ‘Next’ and then do the following…
- Select the conditions
- Edit the rule description

Step 5: Choose ‘Next’ and then do the following…
- Select the actions (i.e. where would you like to email to go)
- Edit the rule description

Step 6: Choose ‘Next’ and then do the following…
- Select exceptions
- Edit the rule description

Step 7: Choose ‘Next’ and do the following…
- Specify a name for this rule
- Set-up rule options

Step 8: Choose Finish
The rule is now in place and incoming new emails should filter to the designated location.

Prefer to watch a video to learn how to set-up a rule? Check out:
https://www.youtube.com/watch?v=QCK2JyOkHG0