

# Volunteer Notification Preferences

## Contents

## Received

Set up notifications for your volunteer applications to be sent to the volunteer/facility when an application is received, approved, rejected, or awaiting review (i.e. has not been approved or rejected). These are Account-level preferences that apply to all facilities on your account.

The screenshot shows a web interface for 'Washington High School' with a header bar containing 'Show All', 'ACCOUNT', and a help icon. Below the header are four tabs: 'Received' (selected), 'Approved', 'Rejected', and 'Awaiting Review'. The main content area has a heading 'Customize part of the Application Received Notice that appears on-screen and is emailed to the applicant after their online application has been submitted. These notifications are not emailed to your facility administrator(s); you can configure additional notifications for Pending applications.' Below this heading are two radio button options: 'Do not send Received notifications.' (selected) and 'Automatically send notification to Volunteers when Application is received.' Below the radio buttons is a section titled 'Notification Email Text:' followed by a text box containing the message: 'Thank you for submitting an application. Once your application has been reviewed you will receive further communications from us.'

### Received

#### Do not send Received notification

No notification sent. Automatically send notification to Volunteers when Application is received— If the applicant has filled out the email address field in the application, they will receive an email letting them know the application was successfully submitted and received. (We recommend that you Require the Email field in applications for these automatic notifications to be most effective.)

#### Notification Email Text

Customize the message to be automatically sent to the volunteer when the application is received.

## Approved

Show AllACCOUNT

Washington High School

?

ReceivedApprovedRejectedAwaiting Review

Customize parts of the Approved message that appears during the volunteer application process and can be automatically emailed to the applicant when their volunteer application has been approved. Application approval notifications can also be sent to the Facility Email(s) of the KeepnTrack contact person(s) configured in your Facility Management.

☒ Do not send Approved notifications.

☐ Automatically send Approved notifications to Volunteers and Facilities

☐ Automatically send Approved notifications to Volunteers only.

☐ Automatically send Approved notifications to Facilities only.

Notification Email Text:

Thank you for volunteering. Your Application has been approved. See the volunteer office for further information.

## Approved

### Do not send Approved notification

No notification sent.

### Automatically send Approved notification to Volunteers and Facilities

When an Operator approves an application, or if the application is automatically approved, a notification email is sent to both the volunteer who was approved (provided they have an email address in their record) and to the facility/facilities they applied to.

### Automatically send Approved notification to Volunteers only

When an operator Approves an application, or if the application is automatically approved, a notification email is sent to the volunteer only.

### Automatically send Approved notification to Facilities only

When an operator Approves an application, or if the application is automatically approved, a notification email is sent to the facility/facilities they applied to. This is useful to inform a facility of their new volunteer.

### Notification Email Text

Customize the email notification text.

## Rejected

Show All

ACCOUNT

Washington High School

?

Received

Approved

Rejected

Awaiting Review

Customize the rejected message that can be automatically emailed to applicants when their volunteer application has been refused. Application rejection notifications can also be sent to the Facility Email(s) of the KeepnTrack contact person(s) specified in your Facility Management. Because a rejection must be performed manually, the rejection notification can only be sent via email and isn't displayed after completing the application.

☒ Do not send Rejected notifications.  
☐ Automatically send Rejected notifications to Volunteers and Facilities  
☐ Automatically send Rejected notifications to Volunteers only.  
☐ Automatically send Rejected notifications to Facilities only.  
☐ Operators send Rejection notifications manually.

Notification Email Text:

Thank you for applying. Your Application has NOT been approved. See the volunteer office for further information. Gracias por aplicar. Su aplicación NO a sido aprobada. Consulte la oficina de voluntarios para obtener más información.

## Rejected

### Do not send Rejected notifications.

When checked, no notification sent.

### Automatically send Rejected notification to Volunteers and Facilities.

When an operator Rejects an application, a notification email is sent to both the volunteer who was rejected (provided they have an email address in their record) and to the facility/facilities they applied to.

### Automatically send Rejected notification to Volunteers only.

When an operator Rejects an application, a notification email is sent to the volunteer only.

### Automatically send Rejected notification to Facilities only.

When an operator Rejects an application, a notification email is sent to the facility/facilities they applied to. This is useful to inform a facility of anyone who may be Access Denied, or in case the volunteer contacts that facility about the status of their application.

### Operators send Rejection notifications manually.

With this selection, when an operator Rejects an application in Volunteer Application Management, they will be presented with a window that lets them type out a personalized message and at that time choose to send the message to the volunteer only, facilities only, or to volunteers and facilities.

Send Application Rejection Notification

Enter custom text to be sent to:

☒ Volunteer
 ☒ Facility Administrator

Notification Email Text:

Thank you for applying. Your Application has NOT been approved. See the volunteer office for further information.

Cancel

Continue

## Awaiting Review

Show All ACCOUNT

Washington High School

Received

Approved

Rejected

Awaiting Review

Reminders that volunteer applications are awaiting acceptance or rejection can be emailed to the Facility Email(s) of the KeepnTrack contact person(s) configured in your Facility Management. Please keep in mind that if you are automatically approving some applications, KeepnTrack will not send automatic Awaiting Review alert notifications for those applications.

☒ Do not send these alerts.
 ☐ Send these alerts daily at 6am.
 ☐ Send these alerts daily at 6am and 1pm.
 ☐ Send these alerts as they are submitted.

Notification Email Text:

You have volunteer applications waiting for your review. Usted tiene solicitudes de voluntarios de espera para su revisión.

### Awaiting Review

#### Do not send these alerts

No notification sent.

#### Send these alerts daily at 6am

Emails any facilities with volunteer applications that have not yet been approved or rejected, at 6am every day.

#### Send these alerts daily at 6am and 1pm

Emails any facilities with volunteer applications that have not yet been approved or rejected, at 6am and 1pm every day.

#### Send these alerts daily as they are submitted

When an application is submitted and goes into Volunteer Application Management, this emails the facilities the volunteer applied to.

**Notification Email Text**

Customize the message.