



PUBLIC

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## Help Articles for Account Settings

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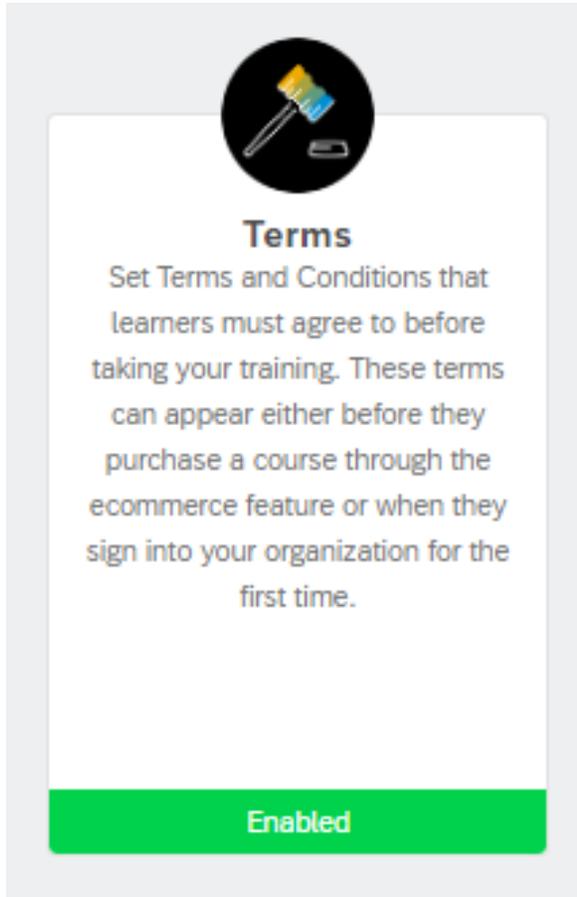
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## TERMS AND CONDITIONS

Terms is a Litmos feature that allows clients to set their own terms and conditions for new users to agree to before they are able to take training. These terms can appear either before users purchase a course through the ecommerce feature or when they sign into your organization for the first time.

Terms is enabled via Account Settings> Litmos Features > Terms



From the Terms and Conditions page, Account Owners can customize a Terms and Conditions template for all of the supported languages across the system.

**Terms**

**Enable Terms and Conditions**  
Set the Terms & Conditions learners must agree to before they can purchase or access your online courses.

**Language**  
English

**Our Terms & Conditions**  
Website Terms and Conditions

The Site is protected by copyrights, trademarks, service marks, international treaties, and/or other proprietary rights and laws of the United States and other countries. The Site is also protected as a collective work or compilation under U.S. copyright and other laws and treaties. You will abide by all applicable copyright and other laws, as well as any additional copyright notices or restrictions contained in the Site. You acknowledge that the Site has been developed by CallidusCloud and others and constitutes valuable intellectual property of CallidusCloud and such others. You will protect the proprietary rights of CallidusCloud and all others having rights in the Site during and after the term of these Terms. All present and future rights in and to trade secrets, patents, copyrights, trademarks, service marks, know-how, and other proprietary rights of any type under the laws of any governmental authority, domestic or foreign, including rights in and to all applications and registrations relating to the Site will, as between you and CallidusCloud, at all times be and remain the sole and exclusive property of CallidusCloud. You may not use any of CallidusCloud's trademarks without the prior written permission of CallidusCloud.

**Display settings**  
Terms & conditions will only be displayed if at least one of the following options are checked:

- Show a confirmation checkbox on the learners first login
- Show a confirmation checkbox on the ecommerce sign up form

Save

Cancel

**Saved Languages**

Arabic		
English	Default	
Filipino		
Finnish		
Indonesian		

The default language for the organization (as shown on the account profile) will be highlighted in the list of language templates displaying to the right side of the Terms and Conditions text area. Learners can be asked to view and agree to these terms upon entering the system for the first time, or after successfully purchasing a training via Litmos e-commerce.

To edit an existing set of Terms click the Edit Icon,  make changes and click Save.

Terms and Conditions can be deleted via the Delete icon .

## CUSTOM SMTP SERVER

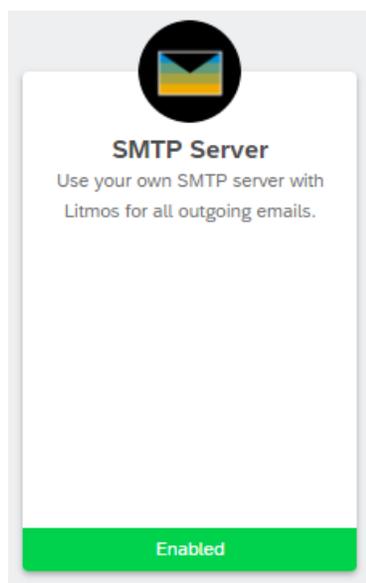
### What is SMTP and why should I integrate it with Litmos?

SMTP stands for Simple Mail Transfer Protocol. SMTP is a widely used protocol for email communication across the web today. Most of the everyday email clients (like Google Mail or Microsoft Outlook) can employ SMTP to send and receive email messages. When a company uses an email client that offers SMTP services, often times, the SMTP server can be customized to send/receive email messages from a custom email address specified by the SMTP site owner.

Now that Litmos can be connected to an SMTP site, each email message sent from `system@litmos.com` can be relayed through your company's SMTP site, so that the email message is sent from your SMTP server using the customized email address (i.e. `thelearningteam@company.com`).

### How to setup custom SMTP in Litmos:

To begin with the custom SMTP setup in Litmos, an Account Owner will login and navigate to Account --> Litmos Features --> SMTP Server.



(If this feature is not enabled on the account, please contact the Litmos Support team or your Litmos Account Manager.)

Once the SMTP configuration settings are accessible, open the feature configuration and enter the appropriate settings as they relate to your SMTP server.



SMTP servers are used to send email out. Use your own custom SMTP server with Litmos in order to handle all of the sending of email for your account.

**Enable SMTP**

\* is required field

**From Email\***

Lenny Mascot <lennymascot@sap.com>

**Server Name\***

email-smtp.us-west-1.smtpserver.com

**This is an SMTP configuration for Microsoft Office 365 SMTP AUTH Client Submission**

**Port Number\***

587

**Username\***

exampleusername

**Password\***

.....

**Show Password**

**Test Email Address (required for test email)\***

lennymascot2@sap.com

**Send Test Email**

**Save changes**

Close

- The "From Email" is the email address that will be applied to the email message once it is relayed from your SMTP site to the end-user. This field also supports using a sender name, to add that please use the following format **Name <email@domain.com>** (Example : **Litmos Support <support@litmos.com>**)
- The "server name" is your SMTP site server name. This will be found while logged into your SMTP site.

- The "Office 365 SMTP server" should be selected by all clients using an Office 365 SMTP server. This is to ensure that all emails are delivered properly for Office 365 SMTP server to each person. Office 365 enforces throttling and this setting ensures the SMTP relay adheres to those throttling limits. The limits for Office 365 can be found at – '[Changes in message store and throttling for concurrent connections](#)'.
  - Do not select Office 365 if you are not using it. If this is selected your emails will be throttled to the Office 365 timing, which could delay the emails you're expecting.
  - Only check this box if you truly are using Office 365. If this is not selected and you're using O365, there's a possibility for you to reach the limit and emails will be missed or stop sending out.
- The "port number" will be a port number on your SMTP site that is intended to be used for email transmissions.
- The "username" and "password" are the SMTP site credentials that will authorize Litmos to send email messages to your SMTP site.
- The "test email address" is an email address you can use to test the Litmos system's ability to relay email messages to your SMTP site or an email address belonging to your email client. You can change this address over and over again to repeat tests across various SMTP sites or email addresses. Be sure to test this first, as it may help uncover network related configurations that could block the system's ability to properly relay messages to email addresses belonging to your email client.

Once this feature is properly tested and configured for your Litmos account, it's important to also be sure that your Litmos account also has the proper "reply-to address" entered on the /settings/email page. This is the address end-users will correspond with, and Litmos

Template Type	Template Name	Default	Reply To	
Approved	Approved	<input checked="" type="checkbox"/>	steve@litmos.com	Copy ✕
Assessment Completed	Assessment Completed	<input checked="" type="checkbox"/>	steve@litmos.com	Copy ✕
Boost Notification	Boost Reminder	<input checked="" type="checkbox"/>	steve@litmos.com	Copy ✕
Boost Notification	New Boost Reminder	<input type="checkbox"/>	steve@litmos.com	Copy ✕

Should your company ever need to discontinue the use of the SMTP site, simply disable the SMTP feature and the email messages will continue to be sent to your end users from the system@litmos.com address.

## SMTP Troubleshooting

To properly test the Custom SMTP setup, we need to ensure that the correct server information including: server name, port number, from email address, username and password are entered in Custom SMTP settings dialog.

**Note:** Standard SMTP ports are typically 25 or 587

## FAQ

1. Have you tried testing the custom SMTP feature? Send a test email using the Custom SMTP setup dialog, if there is an error, a corresponding error message will be shown
2. Are you using the correct server name or ip address of your SMTP server? Here is a good tool to test to make sure your server is receiving inbound requests: <https://pingability.com/smtptest.jsp>
3. Do you have the correct port setup? Trying using one of the ports above
4. Do you have any sending email addresses allowlisted? Many SMTP server restrict emails to only be sent from approved email addresses.
5. Are you username and password correct? Sometimes they correspond to the sending email address.
6. Are there sending limits or throttling on your SMTP server? i.e. number of emails per day or maximum per minute? Some SMTP servers and services limit the number of messages that can be sent per day, hour, or minute.
7. Do you have a secondary firewall or spam filter? Sometimes these services can block or reject messages sent through your SMTP server. Litmos does not add additional DKIM records on to sent messages.
8. Do you have logging enabled for your SMTP server. Can you check to see if there are any incoming requests that are being blocked?
9. Could the reputation of your SMTP server or specific sending email/domain be bad? If your reputation is low mail may not be delivered to some recipients. You can check your score at this website <https://www.senderscore.org/>
10. Have you allowlisted all Litmos IP's for your region? See the 'Allowlisting Domains and IP Addresses to Prevent or Resolve Blocked Content or Blocked Emails' Knowledge Base Article.

### Configuring O365 SMTP Relay for Litmos

While we can send email via a SMTP connection to a regular Office365 mailbox, Microsoft places limits on the delivery speed and maximum messages per day[1]. An alternative is to configure Office365 SMTP Relay which will ensure your mail client does not limit or block emails sent from Litmos. The majority of this work will need to be conducted by whoever has full admin access to your organization's account, such as your Mail and/or DNS Administrator, as they will need to sign into <https://admin.microsoft.com/AdminPortal>.

Please view "Configuring O365 SMTP Relay for Litmos" in the Integrations guide for details.

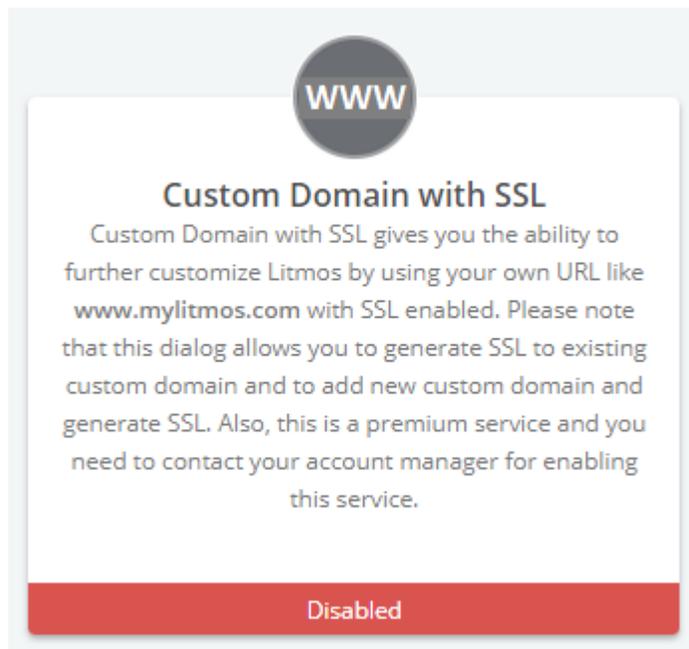
## SETUP A CUSTOM DOMAIN

### Important Information:

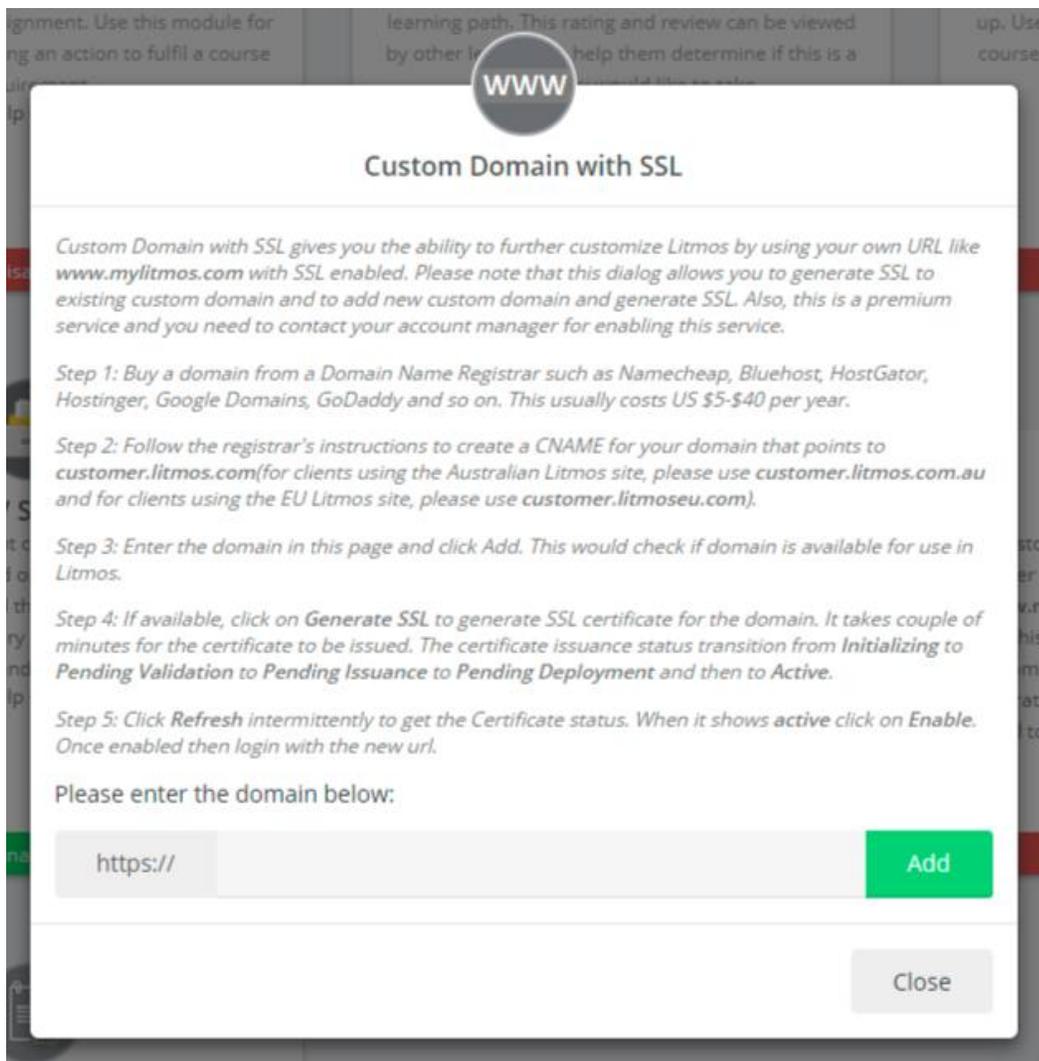
If you are switching from a legacy custom domain (with no SSL), please contact our support team at [support@litmos.com](mailto:support@litmos.com) first to perform a migration to Custom Domain with SSL. Failure to do so will require Support to reset your domain and may result in some downtime.

Custom domains need to be configured by an Account Owner with access to the Account --> Features tab. This is where the Account Owner will find the "Custom Domain with SSL" feature.

**Important Note:** This is a premium feature that must be enabled on your Litmos account before an Account Owner can access the custom domain configuration and complete the custom domain setup. Please contact your Account Manager to purchase this feature.



Once the feature has been enabled on your account, clicking into the Custom Domain feature will route the Account Owner to the custom domain setup:



Please follow the steps as listed in Litmos to register your custom domain with your hosting provider, and return to Litmos to complete the custom domain SSL validation:

"Custom domains allow you to customize your Litmos URL (i.e. companyname.litmos.com can become mysite.com). An SSL certificate will be generated for this new domain once it has been registered and activated. Please follow the steps below to complete the custom domain setup:

**Step 1:** Register a domain with a Domain Name Registrar (such as Namecheap, Bluehost, HostGator, Hostinger, Google Domains, GoDaddy, etc.).

**Step 2:** Follow the registrar's instructions to create a CNAME for your domain that points to:

- customer.litmos.com if your account is hosted on **litmos.com**
- customer.litmos.com.au if your account is hosted on **litmos.com.au**
- customer.litmoseu.com if your account is hosted on **litmoseu.com**

**Note:** The value to use is the actual word '**customer**' and not your Litmos client/domain name.

Please also take a moment to review the CAA records for your domain, if you have preexisting records you will need to add one for Digicert as shown:

**\$ORIGIN yourdomain.com . CAA 0 issue "digicert.com"**

Failure to do so will result in the certificate process being stuck in the "Pending\_issuance" status. If there are no CAA records, you can proceed as normal.

If you require assistance configuring CAA records, please reach out to your domain registrar.

**Step 3:** In Litmos (Account Settings > Litmos Features > Custom Domain with SSL), enter the custom domain into the text field and click "Add". This step is to ensure that the domain is available on Litmos.

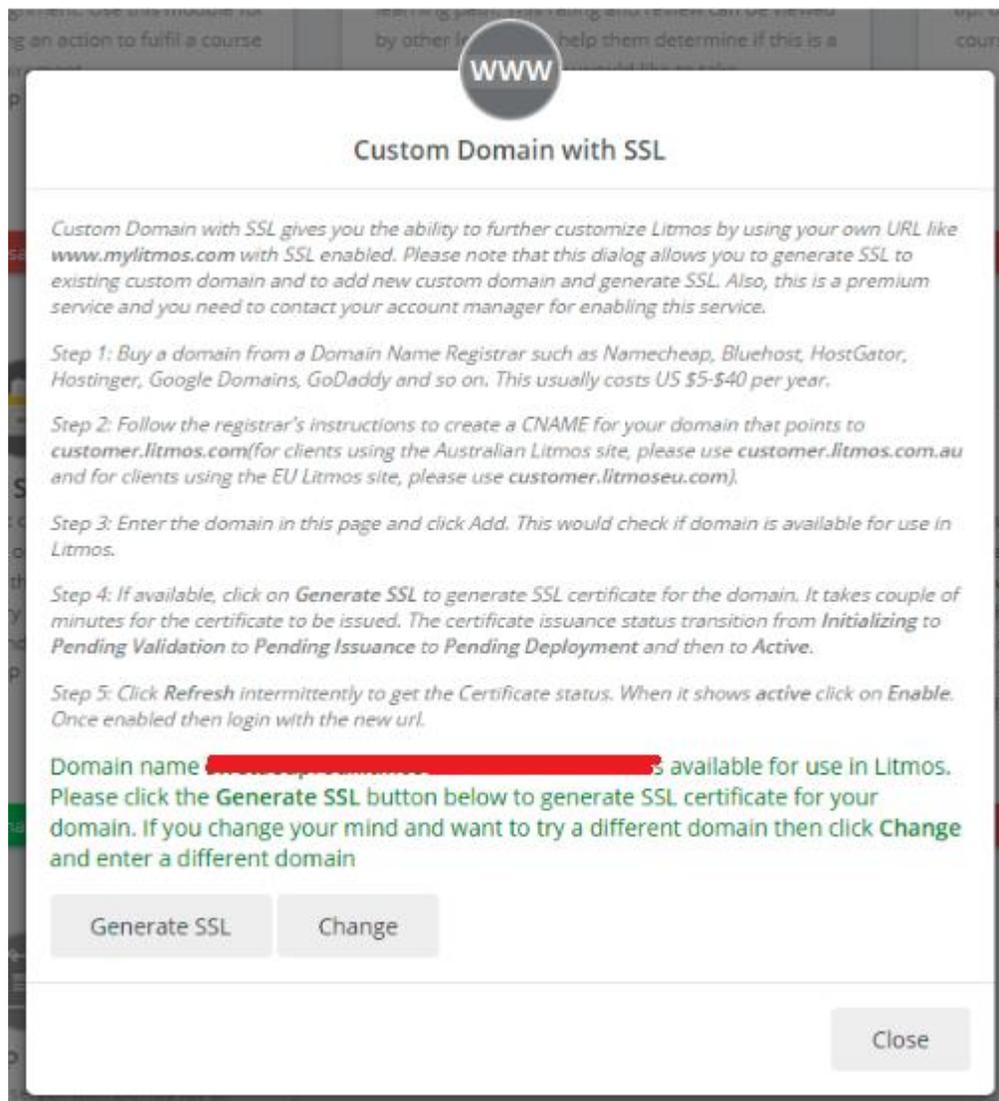
Please enter the domain below:

https://

**Step 4:** If the domain is available, click on "Generate SSL" to generate an SSL certificate for the domain you have chosen. Please note that it can take several minutes for the certificate to be issued. The certificate issuance status can transition from "Initializing" to "Pending Validation" to "Pending Issuance" to "Pending Deployment" as it goes through the SSL validation phase, before it is finally "Active".

**Step 5:** Check back on the the certificate status. Once the domain shows as "Active", proceed to click enable. Now your Litmos custom domain can be used.

When a domain is available to use in Litmos, it will say "available for use in Litmos":



After Litmos verifies that the custom domain is available to register and use, proceed to click "Generate SSL" if that is the domain your organization desires. If this is not the domain your organization wants to register, select "change" and enter a new domain. Litmos may limit the number of times you "change" your domain, so proceed to validate and "change" domains with care.

**WWW**

### Custom Domain with SSL

*Custom Domain with SSL gives you the ability to further customize Litmos by using your own URL like [www.mylitmos.com](http://www.mylitmos.com) with SSL enabled. Please note that this dialog allows you to generate SSL to existing custom domain and to add new custom domain and generate SSL. Also, this is a premium service and you need to contact your account manager for enabling this service.*

*Step 1: Buy a domain from a Domain Name Registrar such as Namecheap, Bluehost, HostGator, Hostinger, Google Domains, GoDaddy and so on. This usually costs US \$5-\$40 per year.*

*Step 2: Follow the registrar's instructions to create a CNAME for your domain that points to [customer.litmos.com](http://customer.litmos.com) (for clients using the Australian Litmos site, please use [customer.litmos.com.au](http://customer.litmos.com.au) and for clients using the EU Litmos site, please use [customer.litmoseu.com](http://customer.litmoseu.com)).*

*Step 3: Enter the domain in this page and click Add. This would check if domain is available for use in Litmos.*

*Step 4: If available, click on Generate SSL to generate SSL certificate for the domain. It takes couple of minutes for the certificate to be issued. The certificate issuance status transition from *Initializing* to *Pending Validation* to *Pending Issuance* to *Pending Deployment* and then to *Active*.*

*Step 5: Click Refresh intermittently to get the Certificate status. When it shows *active* click on Enable. Once enabled then login with the new url.*

Your Custom Domain: XXXXXXXXXXXX.com

Your domain doesn't have SSL certificate. Please complete Step 2 and then click **Generate SSL** to generate SSL certificate for your domain. If Step 2 is not complete then Certificate Status would be *pending\_validation*. Click **Refresh** to get the latest status.

Domain Name: XXXXXXXXXXXX.com  
Certificate Status: **pending\_validation**

Once you've chosen to validate a custom domain, the domain name will be pending SSL certificate validation. This can take several minutes or longer, so please be sure to check back on the status of the SSL certification. Once the SSL certification has been validated, your custom domain will be available for use.

### Troubleshooting

If the Certificate Status is stuck on 'pending\_validation', it could be that the CNAME value has not propagated yet or has been entered incorrectly.

You can use external websites such as MX Toolbox to lookup the CNAME value of your domain. This will help verify if the CNAME value has been setup correctly.

<https://mxtoolbox.com/CnameLookup.aspx>

When entering your domain, the Canonical Name should display as either customer.litmos.com / customer.litmos.com.au / customer.litmoseu.com (depending on where your Litmos instance is hosted).

If the value is anything other than this, this would need to be corrected. If you have entered the value correctly, you may need to wait a little longer for the changes to propagate.

## REPLY-TO EMAIL ADDRESS AT THE EMAIL TAB

### Question

I have updated my Reply-To email address and saved the changes, however, the email templates on the Email page under accounts still show my previous email address

### Answer

In order to change the Reply-to address for an email template, you will need to click into each template individually and edit the field.

Explanation: The Reply-to field at the Email tab is auto-populated with the email address that was entered as the main Account Contact Email Address by the customer upon creation of the Litmos instance. This main account contact address would be edited at Account settings,>Profile,>Contact Information. However, updating the address at the Account Contact Info does not cause it to update in the Reply-to field at the Email tab. Further, updating the Reply-to field at the Email tab does not update any of the email templates and therefore template is to be edited individually.

Please note that the sender of system emails is always reflected as system@litmos.com, and just the Reply-to address is customized.

### Contact Information

Contact person	Litmos Content	
Email	support@litmos.com	
Phone	9252512220	
Fax		

All emails sent by Litmos are sent from system@litmos.com but you can specify your own reply-to address so that if your learners reply to one of the emails you will know about it.

#### Reply-To Address

eg. hr@mycompany.com

Save

Create New

#### Create a custom email template

Template Type	Template Name	Reply To
Approved	<a href="#">Approved</a>	content@litmos.com
Assessment Completed	<a href="#">Assessment Completed</a>	content@litmos.com
Boost Notification	<a href="#">Boost Reminder</a>	content@litmos.com
Course Completed	<a href="#">Course Completed</a>	content@litmos.com



For more on the subject, check out the [Account: Email](#) course in Litmos Dojo.

## CUSTOMIZABLE EMAIL TEMPLATES & MOBILE TEXT (SMS) NOTIFICATIONS

A user with Account Owner access can Edit or Customize existing Email Templates as well as create New Email Templates for user notifications such as Course Assignment, Due Date Reminders and Password Resets via **Account Settings > Email**.

**Note:** Login links in emails can be used just one time for security purposes. Login links bypass SSO (where this feature is enabled). Password reset links expire after 24 hours and can be used just one time.

### Create a New Custom Email Template

As an Account Owner navigate to Account Settings > Email

1. Click 'Create New'
2. Give the new Email template a Name
3. Select the required Email Template Type
4. Enter a Reply-to address that sends to an Admin contact at your organization
5. Edit the email subject
6. Edit the email body
7. Click 'Save'

**Note:** The placeholders listed at the side bar in each Email Template should be used only within that Email Template and shouldn't be pasted into other email templates since the formatting could be lost and if not available for that template will not display any values.

**Note:** The maximum length of the subject in the email template is 255 characters.

### Duplicate an existing Custom Email Template

As an Account Owner navigate to Account Settings > Email

1. Click the 'Copy' button if you would like to duplicate an existing template
2. Enter the Copied Email Template Name
3. Select the Copied Email Template Type
4. Enter the Copied Email Template Reply-to email address
5. Click 'Save'

**Note:** Creating New email templates is a premium feature and may require additional pricing. Contact your Account Manager or support@litmos.com for more information

### Edit or Customize an Existing Email Template

As an Account Owner access will navigate to Account settings > Email

1. Click on the Email Template Name
2. Edit the email subject, body, language or other fields, and
3. Enter a Reply-to address that sends to a Admin contact at your organization
4. Click 'Save'

**Note:** The placeholders listed at the side bar in each Email Template should be used only within that Email Template and shouldn't be pasted into other email templates since the formatting could be lost and if not available for that template will not display any values.

Any placeholder can be used in the subject line (*except placeholders that generate hyperlinks*). Multiple placeholders can be used too, but the resulting value will be truncated at 255 characters so please be mindful of this limit when adding placeholders such as course names to the subject line of email templates.

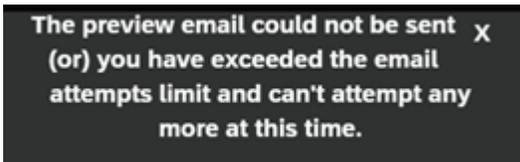
## TESTING CUSTOM EMAIL TEMPLATES

Email templates can be tested using the 'Send me a test email'

The screenshot shows the 'Create new email' interface. It includes a 'Reply-To Address' field with 'support@itmos.com' and a placeholder 'eg. hr@mycompany.com'. The 'Template Name' field contains 'Daily Marking Required Digest'. The 'Template Type' is set to 'Daily\_Marking\_Required\_Digest'. The 'Language' is 'English (United States)'. The 'Subject' is 'Daily Marking Required Digest'. The 'Body' field contains a rich text editor with the following content: 'Dear [FIRST\_NAME], There are a total of [MODULE\_TOTAL] modules that require marking. Please click the following link to mark these modules [MODULE\_LIST]'. A 'Send me a test email' button is highlighted with a red box. Other buttons include 'Save' and 'Cancel'. A 'Placeholders' section lists: '[FIRST\_NAME]', '[MODULE\_TOTAL]', and '[MODULE\_LIST]'. A footer note says 'Press Alt+0 for help with text editor keyboard commands.'

**Note:** There is a limit of 10 test emails per hour and 50 emails per day.

Administrators will be notified when the limit is reached.



## Languages for Custom Email Templates

Email notifications will be sent in the available Email Template language that matches the user's profile language.

## Enable Mobile Text (SMS) Notifications

Each customizable Email Template includes a tick box setting to enable Mobile Text (SMS) Notification to users which is sent along with the Email notification.

The 'Mobile Notification Setup' section features a checkbox labeled 'Enable Text Messaging (applies to all languages, message & data rates may apply)', which is currently checked.

Once enabled, the content of the Mobile Text (SMS) Notification can be edited or customized in the "Body" text area field:

## Mobile Notification Setup

**Enable Text Messaging (applies to all languages, message & data rates may apply)**

### Body

Hello [FIRST\_NAME],  
You have been invited to do an online course at [ACCOUNT\_NAME]  
[COURSE\_TITLE]  
Login Details  
Username: [USER\_NAME]  
[COURSE\_LOGIN\_LINK]

*Tip: The same placeholders listed on the right hand side of the email template can also be used in the mobile notification as per the email notification with the exception of custom course fields.*

**Important Note:** For a user to receive a Mobile Text (SMS) Notification a user's profile must:

- Have a valid mobile phone number in the “Mobile Phone” field in their profile. Users can edit their own mobile phone number in their user profile (if enabled) as well Administrators.
- Valid mobile phone must include the international country code in the mobile phone number. This includes numbers in the United States (e.g. +14155552671) and Australia (e.g. +61412345678)
- Have the “Enable Text notifications” tick box option ticked/enabled.

### Contact Information

---

**Work Phone**

**Mobile Phone**

**Enable Text Notifications**

The mobile phone should be in this format +15554443333. Be sure to include your country code.  
By entering your phone number, you may receive recurring SMS alerts from Litmos. Text STOP to unsubscribe at any time. Message & data rates may apply.

**Note:** Mobile Text (SMS) notifications is a premium feature and may require additional pricing. Contact your Account Manager or support@litmos.com for more information

## Email Templates for use with the Brands Litmos Feature

Account Owners can create new Email Templates that can be set to send to particular users based on the user's Brand. To learn more about our Premium 'Brands' feature, see the “Brands” article in the Customization guide or contact your Account Manager.

## Types of Customizable Email Templates

### ***Approved***

This email is sent to the Learner when the admin/manager/or specific person has Approved or Rejected a user's request to Self-enroll for a Course, Learning Path, or ILT Session. The 'Object Name' placeholder that you see in the template is for the Course Title.

Placeholders:

- [FIRST\_NAME]
- [LAST\_NAME]
- [OBJECT\_NAME]

### ***Assessment Completed***

Upon completion of an Assessment by a learner, this email is sent to any admins who are listed in the 'Alerts' tab of an Assessment.

Placeholders:

- [FIRST\_NAME]
- [LAST\_NAME]
- [USER\_NAME]
- [ASSESSMENT\_NAME]
- [SCORE]

### ***Boost Reminder Notification***

This email is sent to a learner when they need to complete a 'Boost' question. Boost questions are created at a course's Boost tab, and Boost settings are available at the course's Settings tab.

Placeholders:

- [FIRST\_NAME]
- [LOGIN\_LINK] \*Important note-see below

**Important notes re: Login Link email placeholders.** For security purposes, login links can be used just one time. These links login users directly and do not use SSO, even when enabled for the Organization. If you do not want direct login links please do not include these in any email notifications.

### ***Content Approval***

Email is sent to the user if their content was approved by the admin(s) when they submitted it from the Asset Feature.

Placeholders:

- [FIRST\_NAME]
- [LAST\_NAME]
- [OBJECT\_TYPE]
- [OBJECT\_NAME]
- [OBJECT\_LINK]

### ***Content Rejected***

Email is sent to the user if their content was rejected by the admin(s) when they submitted it from the Asset Feature.

Placeholders:

- [FIRST\_NAME]
- [LAST\_NAME]
- [OBJECT\_TYPE]
- [OBJECT\_NAME]
- [OBJECT\_LINK]

### ***Course Completed***

Upon completion of a course by a learner, this email is sent to admin(s) who are listed in the 'Notifications' box at the course's Settings tab.

Placeholder:

- [FIRST\_NAME]
- [LAST\_NAME]
- [USER\_NAME]
- [COURSE\_NAME]
- [COURSE\_DESCRIPTION]
- [ADV\_COURSE\_CUSTOM\_FIELD\_1]
- [ADV\_COURSE\_CUSTOM\_FIELD\_2]
- [ADV\_COURSE\_CUSTOM\_FIELD\_3]
- [ADV\_COURSE\_CUSTOM\_FIELD\_4]
- [ADV\_COURSE\_CUSTOM\_FIELD\_5]
- [ADV\_COURSE\_CUSTOM\_FIELD\_6]
- [ADV\_COURSE\_CUSTOM\_FIELD\_7]
- [ADV\_COURSE\_CUSTOM\_FIELD\_8]
- [ADV\_COURSE\_CUSTOM\_FIELD\_9]
- [ADV\_COURSE\_CUSTOM\_FIELD\_10]

### ***Course Compliance Reminder***

When a learner's 'Compliant Until' date is near, this email is triggered based off the 'Automatic Retake' date set in the Compliance settings within the course's Settings tab. It can also be sent manually with the 'Perform a Bulk Action' tool at the course's People subtab.

Placeholder:

- [FIRST\_NAME]
- [LAST\_NAME]
- [COURSE\_NAME]
- [COMPLIANCE\_DAYS]

- [LOGIN\_LINK] \*Important note- see below
- [ADV\_COURSE\_CUSTOM\_FIELD\_1]
- [ADV\_COURSE\_CUSTOM\_FIELD\_2]
- [ADV\_COURSE\_CUSTOM\_FIELD\_3]
- [ADV\_COURSE\_CUSTOM\_FIELD\_4]
- [ADV\_COURSE\_CUSTOM\_FIELD\_5]
- [ADV\_COURSE\_CUSTOM\_FIELD\_6]
- [ADV\_COURSE\_CUSTOM\_FIELD\_7]
- [ADV\_COURSE\_CUSTOM\_FIELD\_8]
- [ADV\_COURSE\_CUSTOM\_FIELD\_9]
- [ADV\_COURSE\_CUSTOM\_FIELD\_10]

**Important notes re: Login Link email placeholders.** For security purposes, login links can be used just one time. These links login users directly and do not use SSO, even when enabled for the Organization. If you are do not want direct login links please do not include these in any email notifications

### ***Course Compliance Overdue Reminder***

When a learner's 'Automatic Retake' period has been exceeded, and their 'Compliant Until' date has passed, this email is triggered to learners assigned to a course with Compliance settings in place within the course's Settings tab. It can also be sent manually with the 'Perform a Bulk Action tool' at the course's People subtab (but will only trigger for learner's whose compliance is past due).

Placeholders:

- [FIRST\_NAME]
- [LAST\_NAME]
- [COURSE\_NAME]
- [OVERDUE\_DAYS]
- [LOGIN\_LINK] \* Important note- see below
- [ADV\_COURSE\_CUSTOM\_FIELD\_1]
- [ADV\_COURSE\_CUSTOM\_FIELD\_2]
- [ADV\_COURSE\_CUSTOM\_FIELD\_3]
- [ADV\_COURSE\_CUSTOM\_FIELD\_4]
- [ADV\_COURSE\_CUSTOM\_FIELD\_5]
- [ADV\_COURSE\_CUSTOM\_FIELD\_6]
- [ADV\_COURSE\_CUSTOM\_FIELD\_7]
- [ADV\_COURSE\_CUSTOM\_FIELD\_8]
- [ADV\_COURSE\_CUSTOM\_FIELD\_9]
- [ADV\_COURSE\_CUSTOM\_FIELD\_10]

**Important notes re: Login Link email placeholders.** For security purposes, login links can be used just one time. These links login users directly and do not use SSO, even when enabled for the Organization. If you are do not want direct login links please do not include these in any email notifications

## ***Course Due Date Reminder***

This email is triggered to learners assigned to a course that has a past or pending 'Due Date' set within the course's Settings tab. It can also be sent manually with the 'Perform a Bulk Action' tool at the course's People subtab.

Placeholders:

- [FIRST\_NAME]
- [LAST\_NAME]
- [COURSE\_NAME]
- [COURSE\_DUEDATE]
- [COURSE\_LOGIN\_LINK] \*Important note- see below.
- [LOGIN\_LINK] \*Important note- see below
- [ADV\_COURSE\_CUSTOM\_FIELD\_1]
- [ADV\_COURSE\_CUSTOM\_FIELD\_2]
- [ADV\_COURSE\_CUSTOM\_FIELD\_3]
- [ADV\_COURSE\_CUSTOM\_FIELD\_4]
- [ADV\_COURSE\_CUSTOM\_FIELD\_5]
- [ADV\_COURSE\_CUSTOM\_FIELD\_6]
- [ADV\_COURSE\_CUSTOM\_FIELD\_7]
- [ADV\_COURSE\_CUSTOM\_FIELD\_8]
- [ADV\_COURSE\_CUSTOM\_FIELD\_9]
- [ADV\_COURSE\_CUSTOM\_FIELD\_10]

**Important notes re: Login Link email placeholders.** For security purposes, login links can be used just one time. These links login users directly and do not use SSO, even when enabled for the Organization. If you are do not want direct login links please do not include these in any email notifications

## ***Daily Marking Required Digest***

This email is sent to Account Owners, Admins, and Team Leaders/Admins\* (who have created the course)\* as a notification that Marking is required. A link to the Marking page will be included in the message. Objects that may require Marking are: Assessment Free Text Questions, Learner Uploads, Video Assessments, and Checklist modules. This notification will be sent once a day *when new items requiring marking are submitted.*

Placeholders:

- [FIRST\_NAME]
- [MODULE\_TOTAL]
- [MODULE\_LIST]

### ***Event/ILT Reminder***

This email is triggered to Learners who have an ILT session approaching and is based off the Reminder settings in place within the Create/Edit Session view in an ILT module.

Placeholders:

- [EVENT\_NAME]
- [FIRST\_NAME]
- [LAST\_NAME]
- [USER\_NAME]
- [START\_DATE]
- [TIMEZONE]
- [LOCATION]
- [INSTRUCTOR\_NAME]
- [COURSE\_LOGIN\_LINK] \*Important note- see below

**Important notes re: Login Link email placeholders.** For security purposes, login links can be used just one time. These links login users directly and do not use SSO, even when enabled for the Organization. If you do not want direct login links please do not include these in any email notifications

### ***Instructor's Session Deleted from External Calendar***

When the instructor has external calendar enabled and they delete the ILT session from their external calendar, the event is deleted from the instructor's calendar in Litmos.

Placeholder:

- [INSTRUCTOR\_NAME]
- [SESSION\_NAME]

### ***Learner Content Submitted***

When a learner submits an Asset for the admin(s) to review the admin will receive an email asking them to review and either reject or approve.

Placeholders:

- [FIRST\_NAME]
- [LAST\_NAME]
- [OBJECT\_TYPE]
- [OBJECT\_NAME]
- [APPROVE\_LINK]

### ***Learner's Session Deleted from External Calendar***

This email is triggered when ability to unregister from session is enabled and user deletes the calendar event when they are in the period when they can't unregister from the session. For this reason they won't be unregistered from the ILT Session in Litmos and an email will be sent to the user and the instructor.

Placeholders:

- [LEARNER]
- [SESSION\_NAME]

### ***New Course Assigned***

Also known as a 'Course Invitation', this email is triggered during course assignment if the option of: 'Send email notifications for messages' is not deselected during the assignment process. It can also be sent manually by using the 'Perform a Bulk Action' tool at the course's People subtab. The placeholder for [COURSE\_LOGIN\_LINK] will expire after one use/click. If the learner clicks on the link again, they'll be brought to the login page where they'll need to enter their login credentials.

Placeholders:

- [ACCOUNT\_NAME]
- [FIRST\_NAME]
- [LAST\_NAME]
- [USER\_NAME]
- [COURSE\_TITLE]
- [COURSE\_DESCRIPTION]
- [COURSE\_LOGIN\_LINK] \*Important note- see below
- [ASSIGNED\_BY] [COURSE\_ID]

**Important notes re: Login Link email placeholders.** For security purposes, login links can be used just one time. These links login users directly and do not use SSO, even when enabled for the Organization. If you are do not want direct login links please do not include these in any email notifications

### ***New Discussion Post***

This email is sent to admins and assigned learners when a user posts in a Discussion Forum for a course that's been set to 'Enable Discussion Forums' within the course's Settings subtab. Discussion Forum notifications can be enabled/disabled for a user by navigating to the user's profile and deselecting 'Enable notifications for Forums' in the Email Address section.

Placeholders:

- [FIRST\_NAME]
- [COURSE\_NAME]
- [COURSE\_LOGIN\_LINK] \*Important note- see below
- [POSTED\_BY]
- [POSTED\_TEXT]

**Important notes re: Login Link email placeholders.** For security purposes, login links can be used just one time. These links login users directly and do not use SSO, even when enabled for the Organization. If you are do not want direct login links please do not include these in any email notifications

### ***New Learning Path Assigned***

Also known as a 'Learning Path Invitation', this email is triggered to learners during assignment of the Learning Path unless you deselect the option to: 'Send email/text notifications for messages' during the assignment process.

Placeholders:

- [ACCOUNT\_NAME]
- [FIRST\_NAME]
- [LAST\_NAME]
- [USER\_NAME]
- [LEARNINGPATH\_TITLE]
- [LEARNINGPATH\_DESCRIPTION]
- [LOGIN\_LINK] \*Important note-see below
- [ASSIGNED\_BY]

**Important notes re: Login Link email placeholders.** For security purposes, login links can be used just one time. These links login users directly and do not use SSO, even when enabled for the Organization. If you are do not want direct login links please do not include these in any email notifications

### ***New User Welcome Message & Login Link***

This email is sent to users who have never logged into the system. It's triggered by selecting 'Send login emails' during the creation of the user profile, or can be sent manually to a single user by selecting "Send login emails" from within the user's profile, or can be sent to all users who have never logged at: People tab,>Options,>Send login emails. The placeholder [LOGIN\_LINK] will expire after one use/click. If the learner clicks on the link again, they'll be brought to the login page where they'll need to enter their login credentials.

Placeholders:

- [ACCOUNT\_NAME]
- [FIRST\_NAME]
- [LAST\_NAME]
- [LOGIN\_LINK] \*Important note-see below
- [USER\_NAME]
- [CURRENT\_LOGIN\_URL]
- [DOMAIN\_NAME]

**Important notes re: Login Link email placeholders.** For security purposes, login links can be used just one time. These links login users directly and do not use SSO, even when enabled for the Organization. If you are do not want direct login links please do not include these in any email notifications

### ***Password Reset Email***

This email contains a login link and is sent to a user when an admin navigates to: User's Profile,>Options,>Reset Password,>click Send under 'Email a Link'. The login link will expire if not used within 24 hours of being sent and can only be used one time for security reasons.

Placeholders:

- [ACCOUNT\_NAME]
- [FIRST\_NAME]
- [LAST\_NAME]
- [LOGIN\_LINK] \*Important note- see below
- [USER\_NAME]

**Important notes re: Login Link email placeholders.** For security purposes, login links can be used just one time. These links login users directly and do not use SSO, even when enabled for the Organization. If you do not want direct login links please do not include these in any email notifications

### ***People Assigned to a Team***

This email is triggered to users during the assignment process while adding the user to a team when the option to "Send email notifications" is not deselected.

- Placeholder:
- [ACCOUNT\_NAME]
- [TEAM\_NAME]
- [TEAM\_DESCRIPTION]
- [FIRST\_NAME]
- [LAST\_NAME]
- [USER\_NAME]
- [LOGIN\_LINK]

### ***Rejected***

This email is sent to the Learner when the admin/manager/or specific person has Rejected a user's request to Self-enroll for a Course, Learning Path, or ILT Session. Users will see the reason for rejection if one was entered by the admin.

Placeholders:

- [FIRST\_NAME]
- [LAST\_NAME]
- [OBJECT\_NAME]
- [REJECTION\_REASON]

## ***Request for Approval***

This email template is sent to the admin/manager/or specific person with a link to Approve or Reject a user's request to self-enroll in a course, learning path or ILT session. An Approvals widget may be placed on the Admin and Learner dashboards.

Placeholders:

- [FIRST\_NAME]
- [LAST\_NAME]
- [OBJECT\_NAME]
- [APPROVE\_LINK]
- [REJECTION\_LINK]

## ***Timed Release***

This email template is sent to learners to let them know when a course that has been assigned to them via a learning path has been released via 'Timed Release' which is an Account feature enabled at Account settings,>Timed Release and then also must be set in the learning path's Settings tab. Timed Release starts counting time from when the learning path was assigned.

Placeholders:

- [FIRST\_NAME]
- [LAST\_NAME]
- [LEARNING\_PATH\_NAME]
- [DIRECT\_COURSE\_LINK] \*Important note- see below
- [COURSE\_NAME]
- [ADV\_COURSE\_CUSTOM\_FIELD\_1]
- [ADV\_COURSE\_CUSTOM\_FIELD\_2]
- [ADV\_COURSE\_CUSTOM\_FIELD\_3]
- [ADV\_COURSE\_CUSTOM\_FIELD\_4]
- [ADV\_COURSE\_CUSTOM\_FIELD\_5]
- [ADV\_COURSE\_CUSTOM\_FIELD\_6]
- [ADV\_COURSE\_CUSTOM\_FIELD\_7]
- [ADV\_COURSE\_CUSTOM\_FIELD\_8]
- [ADV\_COURSE\_CUSTOM\_FIELD\_9]
- [ADV\_COURSE\_CUSTOM\_FIELD\_10]

**Important notes re: Login Link email placeholders.** For security purposes, login links can be used just one time. These links login users directly and do not use SSO, even when enabled for the Organization. If you do not want direct login links please do not include these in any email notifications

### ***Timed Release for Equivalency Group***

When a new equivalency group in a learning path is ready to be available, the users will receive this email.

Placeholders:

- [FIRST\_NAME]
- [LAST\_NAME]
- [EQUIVALENT\_COURSE\_GROUP\_NAME]
- [LEARNING\_PATH\_NAME]
- [DIRECT\_COURSE\_LINK] \*Important note- see below

**Important notes re: Login Link email placeholders.** For security purposes, login links can be used just one time. These links login users directly and do not use SSO, even when enabled for the Organization. If you do not want direct login links please do not include these in any email notifications



For more on setting up emails in Litmos, check out the Litmos Dojo course [Account:Email](#). If you want a deeper dive into how we built out and customized email designs in Litmos, check out [Instance Customization - Extra Examples](#).

## MULTI-ACCOUNT LINKED SITES

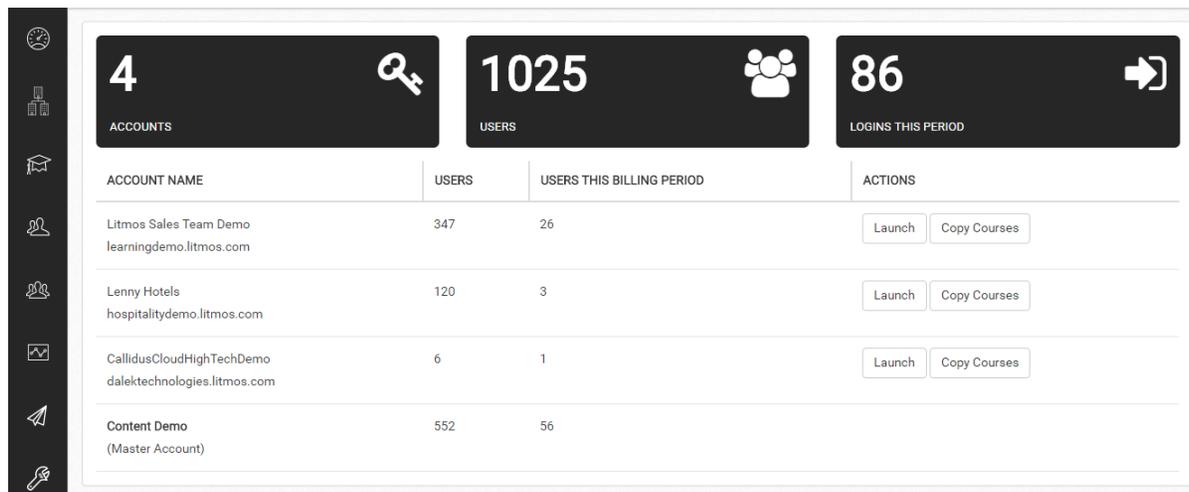
Litmos supports a multi-account and site management capacity that is made possible through a Master and Sub connection of multiple Litmos accounts. Once a new multi-account connection has been set up by the Litmos team, a “Master account” will be designated. This Master account gives Litmos Account Owners the ability to govern and copy courses into Sub account sites. Account Owners of the Master account will also be able to access and login to any of the sub accounts by way of one click Single Sign On. To enable this multi-account feature contact your Litmos Account Manager.

### How does this Feature Work

A new Icon for Linked Accounts will be added to the navigation bar of the Master Account that will give the Account Owner access to the Account Management screen. From within the Account Management screen, the Account Owner will be able to:

- View high level stats for the Master Account and all Sub Accounts
- View high level stats for each of the Sub accounts
- Launch and login to each of the Sub accounts by way of one click Single Sign On
- Copy Courses from the Master Account into each of the Sub Accounts

**Note:** Checklist modules copy across without content in the Sub Account. Please edit the checklist module in the Sub Account after courses have been copied.



The screenshot displays the Account Management interface. At the top, there are three summary cards: '4 ACCOUNTS' with a magnifying glass icon, '1025 USERS' with a group of people icon, and '86 LOGINS THIS PERIOD' with a right-pointing arrow icon. Below these cards is a table with the following data:

ACCOUNT NAME	USERS	USERS THIS BILLING PERIOD	ACTIONS
Litmos Sales Team Demo learningdemo.litmos.com	347	26	Launch Copy Courses
Lenny Hotels hospitalitydemo.litmos.com	120	3	Launch Copy Courses
CallidusCloudHighTechDemo daletechnologies.litmos.com	6	1	Launch Copy Courses
Content Demo (Master Account)	552	56	

## CONFIGURING DOMAINS WHERE LITMOS TRAINING CAN BE LAUNCHED IN AN IFRAME

You can launch the SAP Litmos Training application within an inline frame (iframe) in other applications by defining the domains where you'll allow this behavior.

There are three methods you can use:

- **Blank** – Leave the fields blank to prevent the Litmos Training application from being launched in an iframe.
- **HTTPS** – Use the value 'https:' to allow the Litmos Training application to be launched in an iframe in any https domain.
- **Specific Domain** – Provide the specific domains where you'll allow the Litmos Training application to be launched in an iframe. You can provide multiple domains, separate each domain with a space.

The field values are blank by default for new installations of Litmos Training.

### Editing Values for Iframe Domains

To define the domains where you'll allow Litmos Training to be launched in an iframe:

1. Navigate to **Account > Profile**.
2. In the **Login** section, choose **Edit**.
3. Enter the desired value in both the **X-Frame Option** and **Content Security Policy** fields.

**Note:** It is important that the values are identical, the fields are browser-dependent. You want to ensure consistent behavior, regardless of the browser.

4. Choose **Save Changes**.

## HOW DO I CHANGE THE DEFAULT LANGUAGE FOR MY ACCOUNT?

In order to change the default language of your Litmos account:

1. Select Account (you must be an admin).
2. Navigate to the Default Time zone/ Language section.
3. Choose the default language for your account .

Litmos currently supports the languages noted in the “User Language Preference (Culture Id's)” article in the Developer API guide.

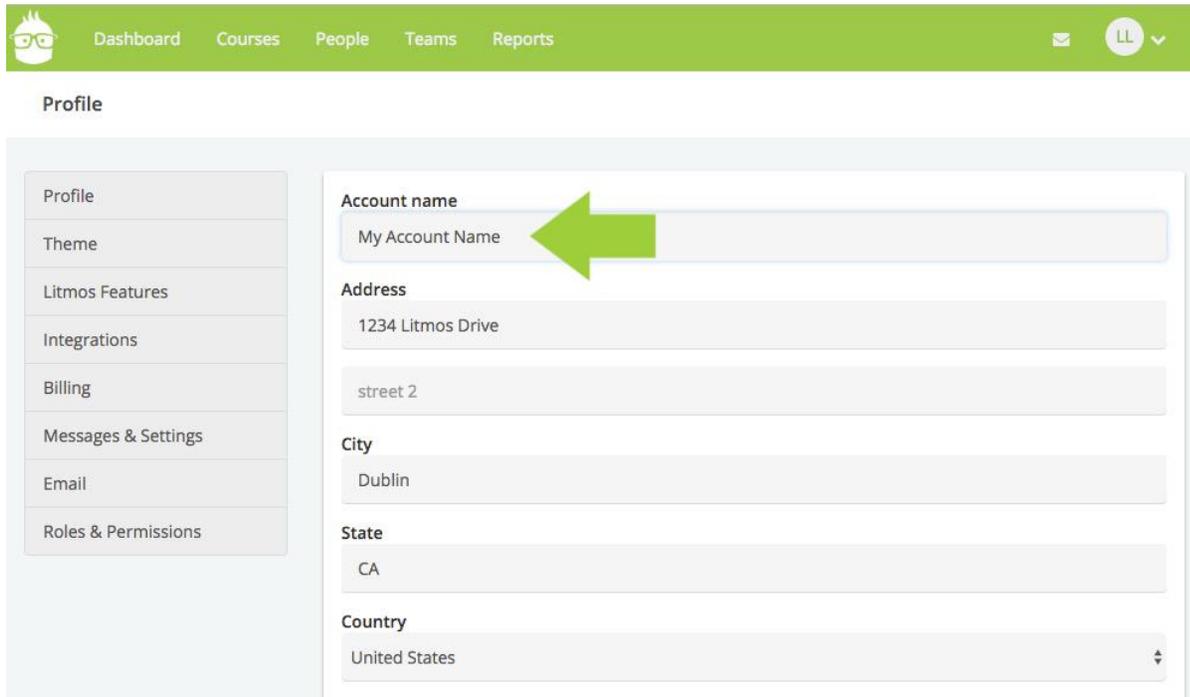
**Note:** Since a language is set for each user when they are created. This setting will only effect your log in screen and the default language users will be set to.



We covered this in a Litmos Dojo course, check it out here: [Account: Messages & Settings](#)

## HOW DO I CHANGE MY ACCOUNT NAME?

Litmos makes it easy to update the name of your account. Simply log in and go to the 'Account' tab, then under the 'Profile' tab you can change it in the 'Account Name' field at the top of the page.



The screenshot shows the Litmos user interface. At the top is a green navigation bar with a logo on the left and a user profile icon (LL) on the right. Below the navigation bar is a 'Profile' section. On the left side of the profile section is a vertical menu with options: Profile, Theme, Litmos Features, Integrations, Billing, Messages & Settings, Email, and Roles & Permissions. The main content area on the right contains several form fields: 'Account name' (with a green arrow pointing to it), 'Address' (with sub-fields for '1234 Litmos Drive' and 'street 2'), 'City' (Dublin), 'State' (CA), and 'Country' (United States).



For more on Account Profile settings, check out the [Account: Profile](#) course in Litmos Dojo.

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