



Purpose of Document: To describe the automated emails sent to users from e-KSF

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Document revision date: 23/8/06

Document status: published

Note – text in [square brackets] is added automatically from the e-KSF database.

ProcessID	Email1
Process:	ADD Global User
Email From:	support@e-ksf.org
Email Title:	Welcome to e-KSF!
Email Body Text:	<p>Dear [Firstname], [Lastname],</p> <p>You are receiving this automated email because either your details have been added to e-KSF, or you have registered yourself and your registration has now been approved. In either case, your local e-KSF administrator will have been involved in this process.</p> <p>This email has been copied to the person identified, on e-KSF, as your line manager.</p> <p>e-KSF is the national NHS system to support the Knowledge and Skills Framework. Generally, your organisation will have training and awareness programmes in place to tell you more about the KSF and e-KSF. (if you haven't heard of these processes, we suggest you contact your KSF Administrator/Lead or Human Resources department)</p> <p>e-KSF is a web-based system. To access e-KSF: Open your internet browser go to www.e-ksf.org enter the following username and password: Username: [username] Password: [password]</p> <p>Generally, your manager will start the process by developing and assigning a post outline to you.</p> <p>If you require any additional user guides then you can find this on our information and resources website, www.e-ksfnw.org</p> <p>Please save this email for future reference. Thank you,</p> <p>e-Ksf Support Team</p> <p>This is a system-generated email so please do not reply to this address</p>
Trigger:	New User Addition.
Email Sent to:	Employee Email
Email cc'd to	Employee's manager



ProcessID	Email2
Process:	Update Global User
Email From:	support@e-ksf.org
Email Title:	Your details on e-KSF have been updated
Email Body Text:	<p>Dear [firstname] [lastname]</p> <p>You are receiving this automated email to let you know that your details have been updated on e-KSF by your e-KSF administrator.</p> <p>As a reminder, your username is [username] and password is: [password].</p> <p>If you log in to e-KSF and click "edit personal details" you can also view and change your information yourself.</p> <p>Please save this email securely for future reference.</p> <p>Thank you,</p> <p>e-KSF Support Team www.e-ksf.org</p> <p>This is a system-generated email so please do not reply to this address</p>
Trigger:	Edit User.
Email Sent to:	Employee Email



ProcessID	Email3
Process:	Post Outline determining Pay Point
Email From:	support@e-ksf.org
Email Title:	Missing Pay Point for Individual [staff firstname staff lastname]
Email Body Text:	<p>Dear [manager firstname], Surname</p> <p>You are receiving this automated email because a reviewer in your team is attempting to record a review on e-KSF, but currently the pay point for [staff firstname staff surname] has not been stored on e-KSF. e-KSF needs pay points in order to manage gateway information and alert you about upcoming second gateways.</p> <p>Before this review can be completed, please log into e-KSF (www.e-ksf.org) and click the "Set Pay Point of Assigned Post Outlines" link on your manager homepage. You'll be able to view the staff member affected, and add the pay point. The reviewer and individual can then continue the review process</p> <p>Thank you,</p> <p>e-KSF Support Team www.e-ksf.org</p> <p>This is a system-generated email so please do not reply to this address</p>
Trigger:	Assign Pay Point to Assigned Post Outline
Email Sent to:	Manager Email
Email cc'd to	Staff member, reviewer, Administrator



ProcessID	Email4
Process:	Post Outline determining Pay Information
Email From:	support@e-ksf.org
Email Title:	Post Outline missing a Pay Band – please action before a review can take place
Email Body Text:	<p>Dear [administrator firstname],</p> <p>A manager or reviewer in your organisation (copied on this automated email) is attempting to record a KSF review on e-KSF. The post outline they are using for this review does not currently have a pay band allocated. So, please log in to e-KSF to add the pay band before this review can be completed.</p> <p>The title of the post outline concerned is: [post outline title].</p> <p>To fix this, please log into the e-KSF tool and from your e-KSF Admin screen click the "Set Pay Information of Assigned Post Outlines" link.</p> <p>To view the list of all Post Approved Outlines with missing pay bands. please log into the e-KSF tool and from your e-KSF Admin screen click on Set Pay Information of Template Post Outlines.</p> <p>Please save this email securely for future reference.</p> <p>Thank you,</p> <p>e-KSF Support Team www.e-ksf.org</p> <p>This is a system-generated email so please do not reply to this address</p>
Trigger:	Assign Band to Post Outline Copies
Email Sent to:	e-KSF Administrator
Email cc'd to	Manager



ProcessID	Email5
Process:	Post Outline Submitted for approval
Email From:	support@e-ksf.org
Email Title:	Post Outline Submitted for your approval (Post Outline Title)
Email Body Text:	<p>Dear e-KSF Administrator,</p> <p>You are receiving this automated email because a post outline has been submitted for approval on e-KSF by [manager firstname] [manager lastname].</p> <p>Manager Email: [manager email] Post Outline Submitted for approval: [Job Title]</p> <p>To view the details of this post outline please log into the e-KSF and from your Administrators screen please click on "View Post outlines for approval" where you can print out the outline to review in partnership.</p> <p>You can either approve or reject the submitted post outline; in both the cases, the post outline creator will be appropriately notified. If you mark the outline as "rejected", the creator of the outline will be able to make changes and re-submit the outline. If you mark the outline as "approved", it will automatically appear in your library of outlines available to all users of e-KSF in your organisation.</p> <p>Thank you,</p> <p>e-KSF Support Team www.e-ksf.org</p> <p>This is a system-generated email so please do not reply to this address</p>
Trigger:	Post KSF Submission Email
Email Sent to:	Administrator Email
Email cc'd to	Post Outline creator manager



ProcessID	Email7
Process:	Delete Global User
Email From:	support@e-ksf.org
Email Title:	Your details have been archived from e-KSF
Email Body Text:	<p>Dear [employee firstname] [employee lastname]</p> <p>You are receiving this automated email to let you know that your e-KSF account has been archived and you no longer have access to the e-KSF system.</p> <p>Your details have been archived by: [admin firstname] [admin lastname] – their email address is [admin email].</p> <p>If you join another NHS organisation in the future, or return to this one, you can talk to your e-KSF administrator and they can arrange, with our support desk, to retrieve your archived information.</p> <p>Best wishes,</p> <p>e-KSF Support Team www.e-ksf.org</p> <p>This is a system-generated email so please do not reply to this address</p>
Trigger:	Delete Global User
Email Sent to:	Employee Email
Email cc'd to	Line manager of employee, Administrator



ProcessID	Email 8
Process:	Send e-KSF admins a notification of the New User Registration, from Registration Link at login page, who want to register in their organisation
Email From:	support@e-ksf.org
Email Title:	New User Request For eKSF Access
Email Body Text:	<p>Dear [admin firstname],</p> <p>A new user has requested access to the e-KSF within your organisation. A summary of their details are as follows:</p> <p>First Name: [Registering user firstname] Last Name: [Registering user lastname] Email address: [Registering user email] – this address is also copied on this email. PayrollID (if known): [registering user PayrollID]</p> <p>To view the details of this registration please log into the e-KSF tool and from your e-KSF Admin screen please click on “View Request for Registration”. Then click the view details icon against the User. You can then either accept or reject this individual’s access request.</p> <p>Please save this email securely for future reference.</p> <p>Thank you,</p> <p>e-KSF Support Team www.e-ksf.org</p> <p>This is a system-generated email so please do not reply to this address</p>
Trigger:	New Request For Registration.
Email Sent to:	Administrators Emails
Email cc’d to	Email of individual requesting access



ProcessID	Email9
Process:	Registration approval Email
Email From:	support@e-ksf.org
Email Title:	Welcome to e-KSF!
Email Body Text:	<p>Dear [user firstname], [Surname]</p> <p>You are receiving this automated email because you recently registered for access to e-KSF, and your request has now been approved by your local e-KSF administrator. You can now log in and start using the system.</p> <p>To access e-KSF, go to www.e-ksf.org and enter your username and password.</p> <p>Username: [username] Password: [password]</p> <p>When you first log in, e-KSF will ask you to confirm or change these login details to something secure and memorable to you. It's important that you do this as soon as you can, to secure your personal information.</p> <p>If you have any further problems logging on, please contact your organisational e-KSF Administrator for advice.</p> <p>Your organisation should have e-KSF and KSF awareness and training sessions – if you don't know about these, please contact your local KSF lead or Human Resources department. You can also find further support and materials for e-KSF at our resource website, www.e-ksfnow.org</p> <p>Thank you,</p> <p>e-KSF Support Team www.e-ksf.org</p> <p>This is a system-generated email so please do not reply to this address</p>
Trigger:	Registration approval Email
Email Sent to:	User Email



ProcessID	Email10
Process:	Registration rejection Email
Email From:	support@e-ksf.org
Email Title:	Your registration with the e-KSF online tool.
Email Body Text:	<p>Dear [user firstname], [user surname]</p> <p>You are receiving this automated email because you recently registered for access to e-KSF, and your request has not been accepted by your local e-KSF administrator.</p> <p>They have made the following comments:</p> <p>[rejection comments]</p> <p>If you have any further queries regarding this matter, please contact your organisation's e-KSF administrator.</p> <p>Thank you,</p> <p>e-KSF Support Team www.e-ksf.org</p> <p>This is a system-generated email so please do not reply to this address</p>
Trigger:	Registration rejection Email
Email Sent to:	User Email



ProcessID	Email11
Process:	Pay Increment Date Updated
Email From:	support@e-ksf.org
Email Title:	Pay Increment Date updated
Email Body Text:	<p>e-KSF Administrator,</p> <p>The Pay Increment Date has been updated for : [Employee firstname] [Employee lastname]</p> <p>The PayrollID of this employee is: [Employee PayrollID] The Pay Increment Date before change was: [Previous Increment Date] The Pay Increment Date after change is now: [Increment Date]</p> <p>The manager of this employee is [manager email]. You may want to contact them to check that this change to increment date is correct.</p> <p>e-KSF Support Team www.e-ksf.org</p> <p>This is a system-generated email so please do not reply to this address</p>
Trigger:	Pay Increment Date Update
Email Sent to:	e-KSF admin



ProcessID	Email12
Process:	National Library Approval Email
Email From:	support@e-ksf.org
Email Title:	Acceptance of Post Outline (Job Title) in National Library
Email Body Text:	<p>Dear [user firstname],[surname]</p> <p>You are receiving this automated email because you recently submitted a post outline [post outline title] to the KSFG for consideration for the National Library. The outline has been approved with the following message:</p> <p>[Email approval text]</p> <p>This post outline is now a part of National Library and it is available to all users of the e-KSF. It will also appear on the NHS Employers "WISE" website.</p> <p>Thank you for sharing your post outline!</p> <p>e-KSF Support Team www.e-ksf.org</p> <p>This is a system-generated email so please do not reply to this address</p>
Trigger:	National Library Approval Email
Email Sent to:	KSF Post Outline Creator
Email cc'd to	Superadmin who approved the outline



ProcessID	Email13
Process:	Rejection of outline from Inclusion in NL
Email From:	support@e-ksf.org
Email Title:	Feedback about your submission of Post Outline [<i>Post Outline Title</i>] to e-KSF National Library
Email Body Text:	<p>Dear [user firstname] [user surname]</p> <p>You are receiving this automated email because you recently submitted a post outline [<i>JobTitle</i>] to the KSFG for consideration for the National Library.</p> <p>The KSF Group have, in partnership, reviewed this outline and their comments are set out below.</p> <p>[email text]</p> <p>Although your outline is not in the National Library, it is still available for use within your own organisation.</p> <p>Thank you,</p> <p>e-KSF Support Team www.e-ksf.org</p> <p>This is a system-generated email so please do not reply to this address.</p>
Trigger:	Rejection of Post Outline From inclusion NL
Email Sent to:	local admin email
Email cc'd to	Superadmin who rejected the outline



ProcessID	Email14
Process:	Reply from Support User
Email From:	support@e-ksf.org
Email Title:	e-KSF Support Query Email [ticketID]
Email Body Text:	<p>Dear User,</p> <p>You are receiving this automated email to let you know that the query posted by you on [Posted Date] has now been answered by the e-KSF Support Team.</p> <p>Please go to our web-based Support page to view the response. To do this, log in to e-KSF and click the "Support" button then click on "view my previous support questions and answers" .</p> <p>If you have any further queries, please feel free to contact us by clicking the "support" button on e-KSF.</p> <p>e-KSF Support Team www.e-ksf.org</p> <p>This is a system-generated email so please do not reply to this address</p>
Trigger:	e-KSF Support Query Email
Email Sent to:	User



ProcessID	Email15
Process:	Mail Suggestion Response
Email From:	support@e-ksf.org
Email Title:	Thank you for your e-KSF suggestion
Email Body Text:	<p>Dear [user firstname],</p> <p>Thank you for taking the time to suggest an improvement to our system.</p> <p>Your suggestion has been noted and will be discussed at our monthly review meetings.</p> <p>Following selection for development we shall include it into our development schedule. We launch new updates to e-KSF roughly every 6 months, and the contents of each update and discussed and agreed with the KSFG (a formal subgroup of the NHS Staff Council).</p> <p>Best wishes,</p> <p>e-KSF Support Team www.e-ksf.org</p> <p>This is a system-generated email so please do not reply to this address</p>
Trigger:	Mail Suggestion Response
Email Sent to:	User, CC, BCC User Written



ProcessID	Email16
Process:	KSF Post Outline Rejection Email
Email From:	support@e-ksf.org
Email Title:	Feedback on your draft Post Outline [post outline <i>title</i>]
Email Body Text:	<p>Dear [<i>User firstname</i>],</p> <p>You are receiving this automated email because you recently submitted a post outline to your local KSF group for approval. Unfortunately the outline has not been accepted as suitable for use in a KSF review, so the outline has been returned to you to edit and resubmit.</p> <p>The reasons given are as follows:</p> <p>[<i>Email Text</i>]</p> <p>If you'd like to discuss this further, please contact your local e-KSF administrator, copied into this email.</p> <p>Thank you,</p> <p>e-KSF Support Team www.e-ksf.org</p> <p>This is a system-generated email so please do not reply to this address</p>
Trigger:	Post KSF Rejection Email
Email Sent to:	Email of post outline creator
Email cc'd to	e-KSF administrator who rejected the outline



ProcessID:	Email17
Process:	KSF Outline Approval Email
Email From:	support@e-ksf.org
Email Title:	Acceptance of post outline [<i>Post Outline Title</i>]
Email Body Text:	<p>Dear [<i>User First Name</i>],</p> <p>You recently submitted a draft post outline to your local KSF group for approval. You are receiving this automated email because your outline has now been approved for use in KSF reviews.</p> <p>The outline has been approved with the following message:</p> <p>[<i>Message from the E-KSF Admin</i>]</p> <p>You can now assign this post outline to individuals within your team.</p> <p>Thank you, e-Ksf Administrator: [<i>Admin FirstName</i>] [admin lastname] E-Mail: [<i>Admin Email Here</i>]</p> <p>e-KSF Support Team www.e-ksf.org</p> <p>This is a system-generated email so please do not reply to this address</p>
Trigger:	Post KSF Approval Email
Email Sent to:	Email of person creating the outline
Email cc'd to	Email of eKSF administrator who approved the outline



ProcessID:	Email18
Process :	Email text on complete sign off of Joint Review Document.
Email from	support@e-ksf.org
Email title	KSF Development Review completed
Email Text :	<p>Dear <Reviewer's First Name> and <Staff's First Name>,</p> <p>A note to let you know that the KSF Joint Review Document has agreed by both of you on e-KSF. You should now identify what actions you need to take as a result of the review, using the e-KSF Personal Development Plan module.</p> <p>Thank You,</p> <p>The e-KSF team, www.e-ksf.org</p> <p>This is a system-generated email so please do not reply to this address</p>
Trigger	Sign off of KSF review by reviewer and reveiwee
Email sent to	Reviewee, reveiwer
Email cc'd to	Manager

ProcessID:	Email19
Process :	Email text on complete sign off of Personal Development Plan.
Email from	support@e-ksf.org
Email title	Personal Development Plan agreed
Email Text :	<p>Dear <Reviewer's First Name> and <Staff's First Name>,</p> <p>A note to let you know that activities have been agreed by both of you on your e-KSF Personal Development Plan. Once a development activity is completed, you can log in to e-KSF to record the completion and your feedback.</p> <p>Thank You,</p> <p>The e-KSF team, www.e-ksf.org</p> <p>This is a system-generated email so please do not reply to this address</p>
Trigger	Sign-off of a PDP activity by both parties
Email sent to	Reviewee, reviewer
Email cc'd to	Manager

ProcessID	Email20
Process :	Email text on complete sign off of Objectives.
Email from	support@e-ksf.org
Email title	Personal Objectives agreed on e-KSF
Email Text :	<p>Dear <Reviewer's First Name> and <Staff's First Name>,</p> <p>A note to let you know that personal Objectives have now been agreed by both of you on e-KSF. You can view these objectives, and record progress against them, by logging on to e-KSF.</p> <p>Thank You,</p> <p>The e-KSF team, www.e-ksf.org</p> <p>This is a system-generated email so please do not reply to this address</p>
Trigger	Sign-off of objectives document by both parties
Email sent to	Reviewee, reviewer
Email cc'd to	manager

ProcessID	Email21
Process :	Email text on complete sign off of Planning.
Email from	support@e-ksf.org
Email title	e-KSF Review Planning information completed
Email Text :	<p>Dear <Reviewer's First Name> and <Staff's First Name>,</p> <p>A note to let you know that the Planning Information document has now been agreed by both of you on e-KSF. E-KSF will use this information to remind you of upcoming reviews, by email. Please also make sure that you have the dates, times and locations of meetings in your diaries.</p> <p>Thank You,</p> <p>The e-KSF team, www.e-ksf.org</p> <p>This is a system-generated email so please do not reply to this address</p>
Trigger	Sign-off of planning stage by both parties
Email sent to	Reviewee, reviewer
Email cc'd to	manager



ProcessID	Email21
Process :	Email text on JDR sign off by Reviewer.
Email from	support@e-ksf.org
Email title	e-KSF Development Review ready for sign-off
Email Text :	<p>Dear <Staff's Full Name> ,</p> <p>The e-KSF Joint Development Review document has now been completed and signed-off by your reviewer.</p> <p>Your reviewer is now waiting for you to review and sign-off the form, or make corrections so they can reconfirm it.</p> <p>Please log on to https://www.e-ksf.org and click on View Joint Development Review and, if you agree the contents, click the sign-off box at the bottom of the page.</p> <p>Thank You,</p> <p>The e-KSF team, www.e-ksf.org</p> <p>This is a system-generated email so please do not reply to this address</p>
Trigger	Sign-off of review document by reviewer
Email sent to	Reviewee
Email cc'd to	Reviewer



ProcessID	Email22
Process :	Email text on JDR sign off by Staff.
Email from	support@e-ksf.org
Email title	e-KSF Development Review ready for sign-off
Email Text :	<p>Dear <Reviewer's Full Name> ,</p> <p>The e-KSF Joint Development Review document has been completed and signed-off by <staff's full name>.</p> <p><Staff's first name> is now waiting for you to review and sign-off the form, or make corrections so they can reconfirm it.</p> <p>Please log on to https://www.e-ksf.org and click on View Joint Development Review and, if you agree the contents, click the sign-off box at the bottom of the page.</p> <p>Thank You,</p> <p>The e-KSF team, www.e-ksf.org</p> <p>This is a system-generated email so please do not reply to this address</p>
Trigger	Sign-off of review document by reviewee
Email sent to	Reviewer
Email cc'd to	reviewee



ProcessID	Email23
Process :	Email text on staff's sign off of Planning.
Email from	support@e-ksf.org
Email title	e-KSF Review Planning information signoff required
Email Text :	<p>Dear <Reviewer's First Name>,</p> <p>A note to let you know that the Planning Information document has now been agreed by <full name of staff> on e-KSF, you now need to login to agree these dates so that <staff's first name> can begin to update their JDR with evidence. E-KSF will use this information to remind you of upcoming reviews, by email. Please also make sure that you have the dates, times and locations of meetings in your diaries.</p> <p>Thank You,</p> <p>The e-KSF team, www.e-ksf.org</p> <p>This is a system-generated email so please do not reply to this address</p>
Trigger	Completion of planning stage by reviewee
Email sent to	Reviewer
Email cc'd to	reviewee