Managing Notice Setups

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This guide explains how to organize notice setups for better efficiency. It is intended for system administrators.

Notices enable your team to communicate easily on important tasks. However, some system events may generate more notices than are helpful. Often this becomes visible when large numbers of notices are left in an Incomplete status.

Notice setups enable your aACE system to send automated notices. There are several ways to organize these notice setups to prevent unnecessary notices to team members. You can organize the immediate notices for team members, then edit the notice setup preferences.

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Evaluating Notice Setups

From the Main Menu, go to System Admin > Notices. In the footer Quick Links, select Show All. In the Quick Search bar, use the Status and Notice Setup columns to search or sort the list and review your current notices.

After you identify the notice setups that are generating the most notices, it can be helpful to consult with your team members to evaluate which notices are needed for your business processes. Conferring with your colleagues can help you plan the most effective adjustments. These changes can include deactivating automated notices, update notice recipients, or review documentation (https://aace6.knowledgeowl.com/help/notices) on aACE notice features and capabilities.

Once you and your team have evaluated your current notice setups, you can decide whether to deactivate them or continue using the setups that are helpful.

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Deactivating Notice Setups

If your team doesn't need any notifications about a certain event, you can deactivate the notice setup (https://aace6.knowledgeowl.com/help/deactivating-notice-setups). This prevents aACE from sending those notices. Deactivating a notice setup does not remove it from the currently assigned team.

Organizing Existing Notices

After you prevent your aACE system from creating new notices for an event, you may also want to clear out existing notices. From the Main Menu, go to Internal > Notices. Use the Quick Search bar to locate all existing notices from a specific notice setup. Select Actions > Void List.

Users can also complete notices (https://app.knowledgeowl.com/kb/article-preview/id/6298e03d161ced634969e278/aid/6298e09a98bdb56d5939fb2f#completing-notices) to clear them out of their My Notices module.

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Update Notice Recipients

If useful notifications are being sent to the wrong team members, you can easily configure who receives the messages.

Edit the Team Members on an Existing Team

You can add or remove team members from a team that receives specific notices. To edit team members within a team, refer to Setting Up Teams (https://aace6.knowledgeowl.com/help/setting-up-teams).

Reassign Notice Setup Team

To assign a new team to a notice setup, refer to Reassigning Notice Setups to Different Teams (https://aace6.knowledgeowl.com/help/reassigning-notice-setups-to-different-teams).

Create a New Team to Receive Notices

Sometimes the best option is to create a new team record (https://aace6.knowledgeowl.com/help/setting-up-teams) for a specific notice. This allows you to ensure the correct team members receive a certain notice. Then you can edit which team receives that notice.
