

Working with Notices

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This guide explains notices within aACE. It is intended for general users.

Notices are messages your aACE system delivers to your team members. Notices can be sent within aACE, through email, or through SMS text. They can streamline communications by recording conversations within aACE and their related records. Notices can include a link directly to the record(s) that are referenced.


The screenshot displays the 'Notices' module in a web application. At the top, a yellow header bar contains navigation icons and the text 'Record: 46 of 393'. Below this, a prominent notice states: 'Notice: Task assigned to you (50476: Follow-up)' with a status of 'INCOMPLETE' and a green circle icon. A 'Notice Details' tab is active. The interface is divided into several sections:

- General Info:** Includes fields for 'Issued On' (05/13/22), 'Issued By >' (Mara Harvey), and 'Deliver On' (5/13/2022 12:45 PM).
- Setup:** Includes 'Team >' (Fulfillment) and 'Notice Setup >' (Task Assignment).
- Message:** A text box containing the message: 'Please note the following task has been assigned to you.' Below this, task details are listed: Task ID: 50476, Task Title: Follow-up, Task Start: 05/20/2022 12:55 PM, Task End: 5/23/2022 12:55 PM, Assigned To: Jamie Gianelli, Priority: Normal, Budget (hrs): 0. A 'Description:' field is also present.
- Recipients:** A table showing the status of the notice for various team members. The table has columns for Team Member, Notice Status, Completed, Notice, Email, and SMS. The data is as follows:

Team Member	Notice Status	Completed	Notice	Email	SMS
> Jamie Gianelli	<input type="radio"/>	05/27/2022	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Drew Sanderson	<input type="radio"/>	05/20/2022	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Evan Phillips	<input type="radio"/>	05/18/2022	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> John Smith	<input checked="" type="radio"/>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Katie Connolly	<input checked="" type="radio"/>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> [Redacted]	<input type="radio"/>	02/18/2023	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Ned Walker	<input type="radio"/>	05/18/2022	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Link To >:** A dropdown menu showing '1 task'.

Team members can send notices manually or aACE can send them automatically in response to a triggering event. For an example of how this feature can help your team, read our [feature highlight](https://www.aacesoft.com/resources/never-miss-an-important-date-with-aace/) (https://www.aacesoft.com/resources/never-miss-an-important-date-with-aace/).

There are three locations where team members can work with notices. Depending on your roles and your aACE system configuration, you might not be able to access all these screens:



- [Notices module](https://aace6.knowledgeowl.com/help/overview-of-notices) (https://aace6.knowledgeowl.com/help/overview-of-notices) — Used by system administrators and accessed by navigating from the Main Menu > Internal > Notices.
- [My Notices module](https://aace6.knowledgeowl.com/help/overview-of-my-notices) (https://aace6.knowledgeowl.com/help/overview-of-my-notices) — To view personal incomplete notices and accessed by the Notices icon () in the Main Menu
- Notices Viewer — To view notices for a specific record and accessed by the Notices

icon () in the record detail view

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Viewing Notices


There are many ways to view notices. To view notices for a specific record in the Notices Viewer, go to the record and select the Notices icon (). You can also view incomplete notices assigned to you in the My Notices module by selecting the Notices icon () in the Main Menu.

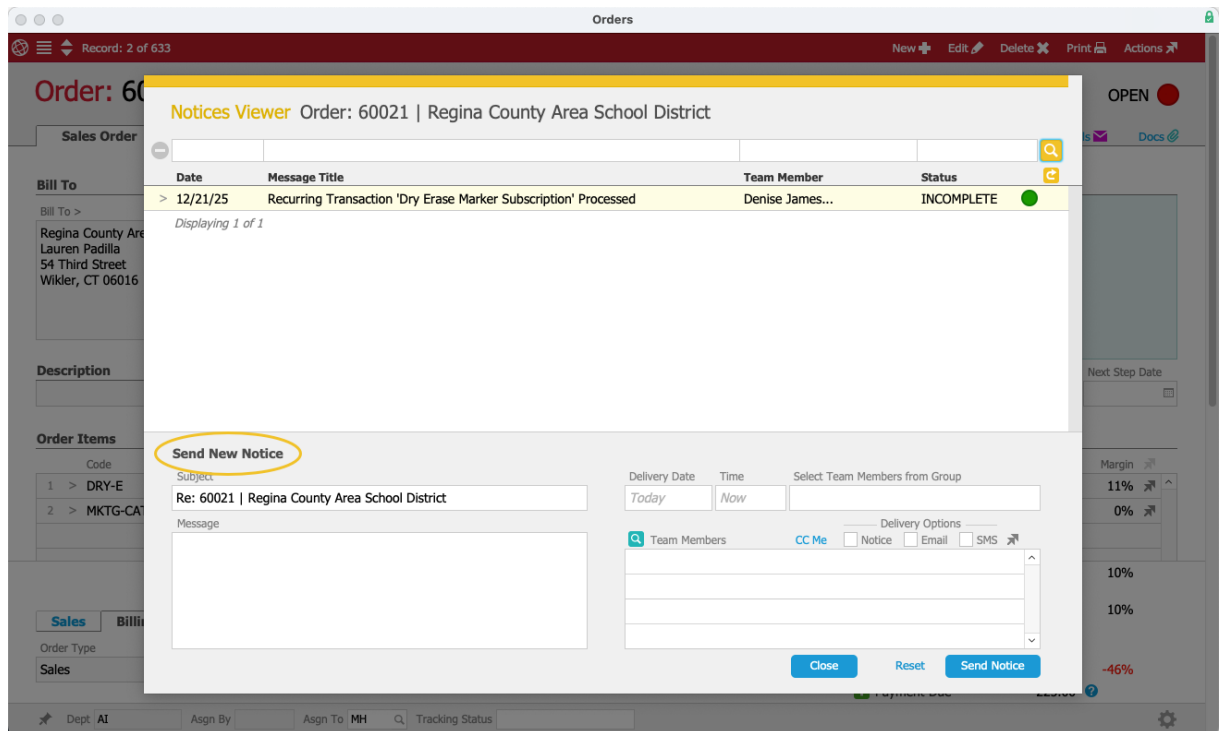
System administrators can view all notices for the aACE system by navigating from the Main Menu > System Admin > Notices.

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Sending Notices

You can send notices through specific records in aACE. aACE will then provide the link to the record within the notice.

1. At the detail view for your record, select the **Notices icon** ().
This displays the Notices Viewer.
2. At the Notices Viewer, enter the message content for the new notice.
aACE automatically provides a Subject based on the title of the record.



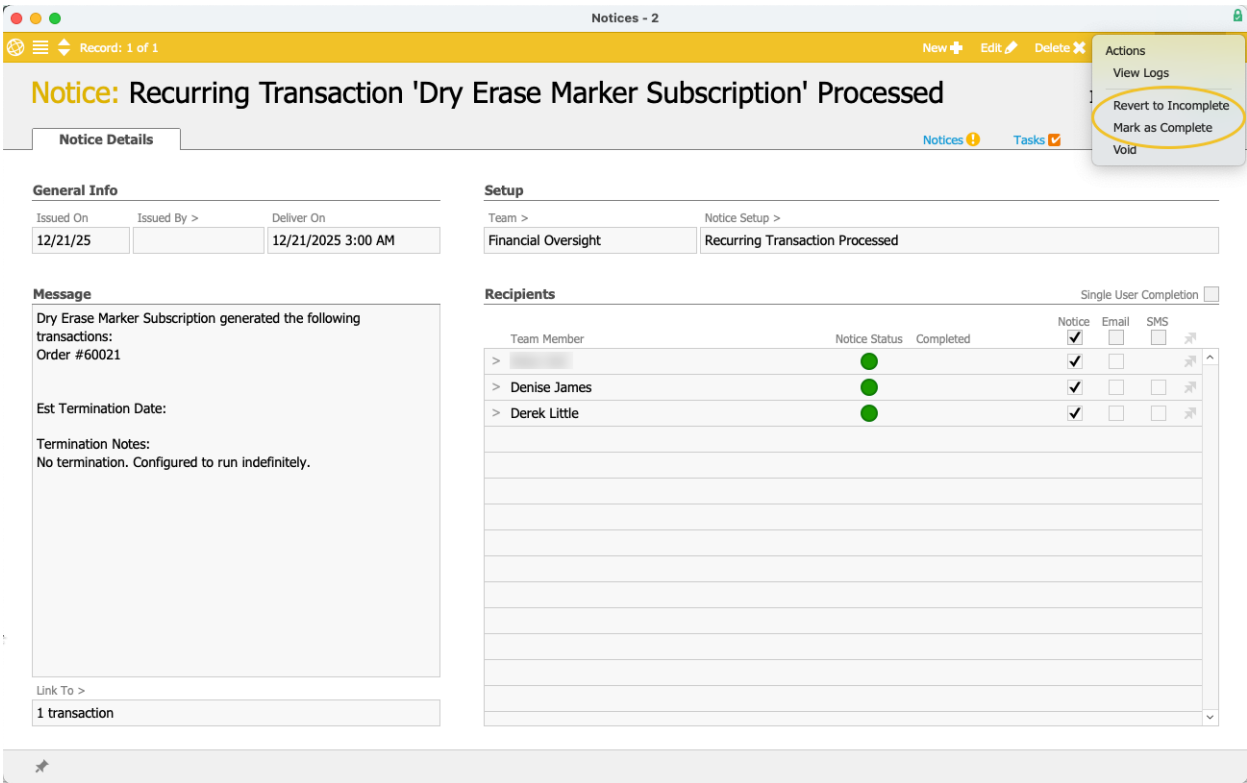
3. Enter a date and time for the notice delivery and specify any team member recipients.
4. Select the relevant [delivery options](https://app.knowledgeowl.com/kb/article-preview/id/6298e03d161ced634969e278/aid/6298e09b98bdb56d5939fb32#delivery-method) (i.e. Notice, Email, or SMS).
SMS only works if the team member has an active SMS address linked to their team member record.
5. Select **Send Notice**.

System administrators can also send notices from the Notices module. These notices do not have records link to them.

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Completing Notices

When the notice activity or task is completed, you can complete a notice to remove it from your My Notices module. From the notice detail view, select Actions > Mark as Complete. If you accidentally complete a notice or new tasks are determined for the notice, you can select Actions > Revert to Incomplete.



To bulk complete notices, go to the My Notices List view and use the [Quick Search](https://aace6.knowledgeowl.com/help/using-aaces-quick-search-features) (<https://aace6.knowledgeowl.com/help/using-aaces-quick-search-features>) bar or the [Advanced Search](https://aace6.knowledgeowl.com/help/understanding-advanced-search-functionality) (<https://aace6.knowledgeowl.com/help/understanding-advanced-search-functionality>) options to locate all the notices you want to complete. Then, select Actions > Mark List as Complete.