Overview of Notices

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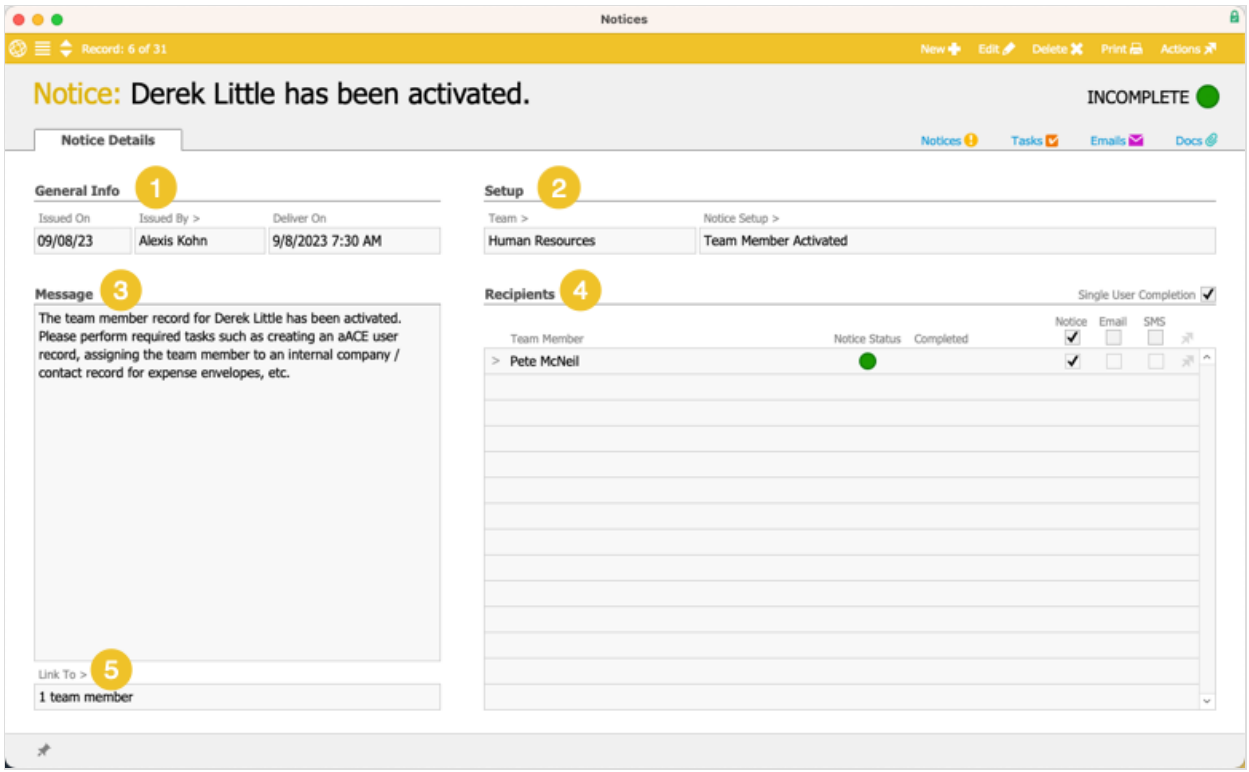
This guide provides an overview of the Notices module. It is intended for system administrators.

You can view and manage any internal notices sent through aACE through the Notices module. From the Main Menu, go to Internal > Notices. This module accesses all of the aACE notices within your system. To view only the notices assigned to you, use the My Notices (https://aace6.knowledgeowl.com/help/overview-of-my-notices) module.

At the list view, this module initially displays all incomplete notices. This listing provides information about team members currently assigned to each notice and the notice setup that generated it. The list view allows you to search, sort, filter, and work with batches of notices, often by using the Actions options.

Locate the notice you want to view and select the Go-To link (>) to display the detail view:



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1. General Info

You can view when the notice was sent, who sent it, and when it was delivered in the General Info section. Some notices are automatically generated by triggering events. The Issued By team member for these notices is typically the person who completed that event.

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2. Message

The Message text field is for providing details about the notice topic. The message should be specific.

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3. Link To

aACE provides Go-To links (>) for any related records.

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4. Setup

The Setup section defines the notice recipient team (https://aace6.knowledgeowl.com/help/overview-of-teams) and the related notice setup (https://aace6.knowledgeowl.com/help/overview-of-notice-setups). You can select the Go-To links (>) to navigate to the respective records.

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5. Recipients

Team members included in the notice recipient team are listed in the this section. The section also shows the notice status and the communication method (i.e. aACE notice, email, or SMS).

The Single User Completion preference determines who needs to complete the notice:

- When the preference is enabled — When one team member completes a notice, aACE updates the entire notice record status to Complete.
- When the preference is disabled — Each recipient must individually complete the notice.

aACE assumes the team members who receive a notice are responsible for completing related activities. The necessary actions should be completed before any team member completes the notice. When enabling Single User Completion, ensure only relevant team members are included.
