VETtrak **Academy**Plus

VETenrol Communication

VETtrak. Number 1 in RTO

Welcome to **VET**trak Academy**Plus!**

This session is specially designed for <u>your</u> learning experience, based on your feedback.

We will be covering the subject through a series sections that focus on communication features within **VET**enrol, providing opportunities for questions throughout.

Let's collaborate and learn together.

VETenrol Communication

This session will cover:

1. What is **VETenrol?**

2. Using **Description Fields**

3. Using the **Notices** Page

4. **Alerts & Notifications**

5. **VETenrol Resources** and **Client Documents**

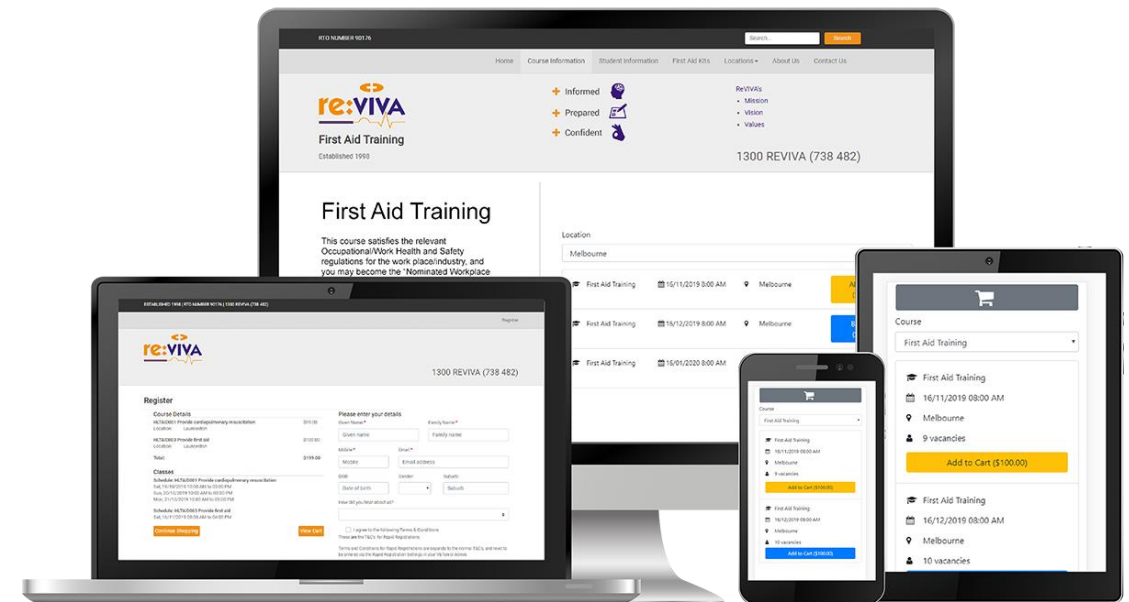6. **Email Templates**

7. **Messages**

Item:

What is **VETenrol**

VETenrol

VETenrol is a <u>web-based</u> system for **VET**trak which is designed to allow quick and easy deployment of web enrolments into the **VET**trak system.

This is an immensely powerful tool for streamlining your enrolment process – by empowering your prospective students to enrol themselves!

In today's webinar, we will be highlighting a number of ways you can supercharge your communication options between **VET**enrol and your interested parties – by making use of unique fields, functions and tools!
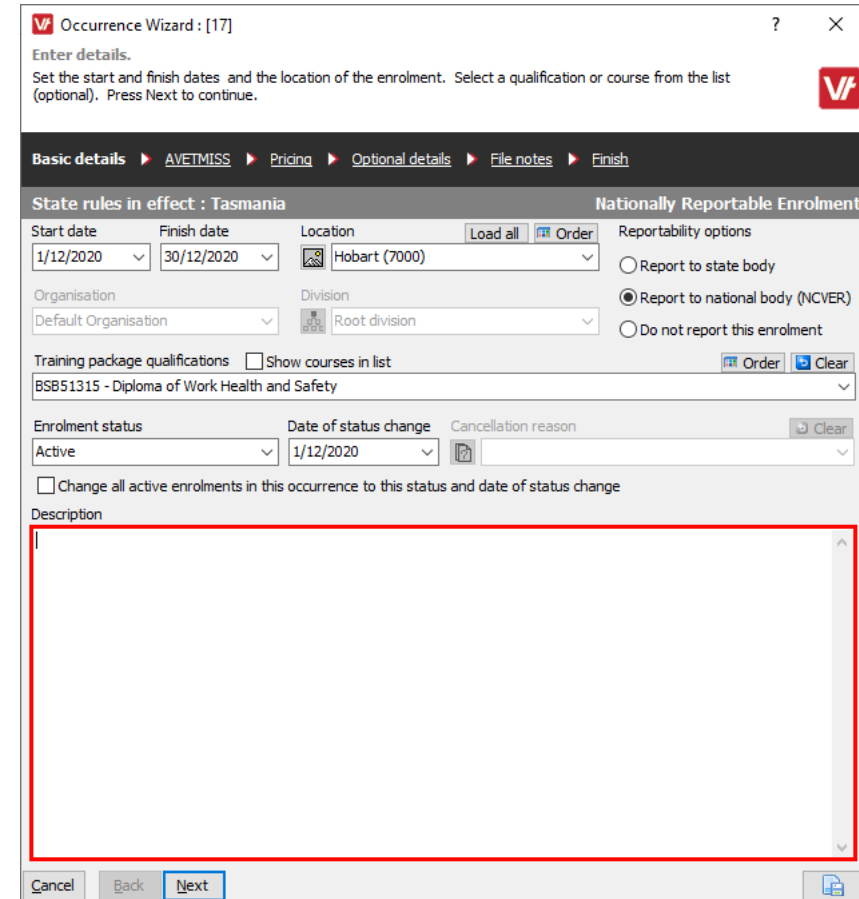
Item:

Occurrence/Programme

Description Fields

Description Fields

A great way to communicate additional information online is to make use of specific **Description Fields** within VETtrak.

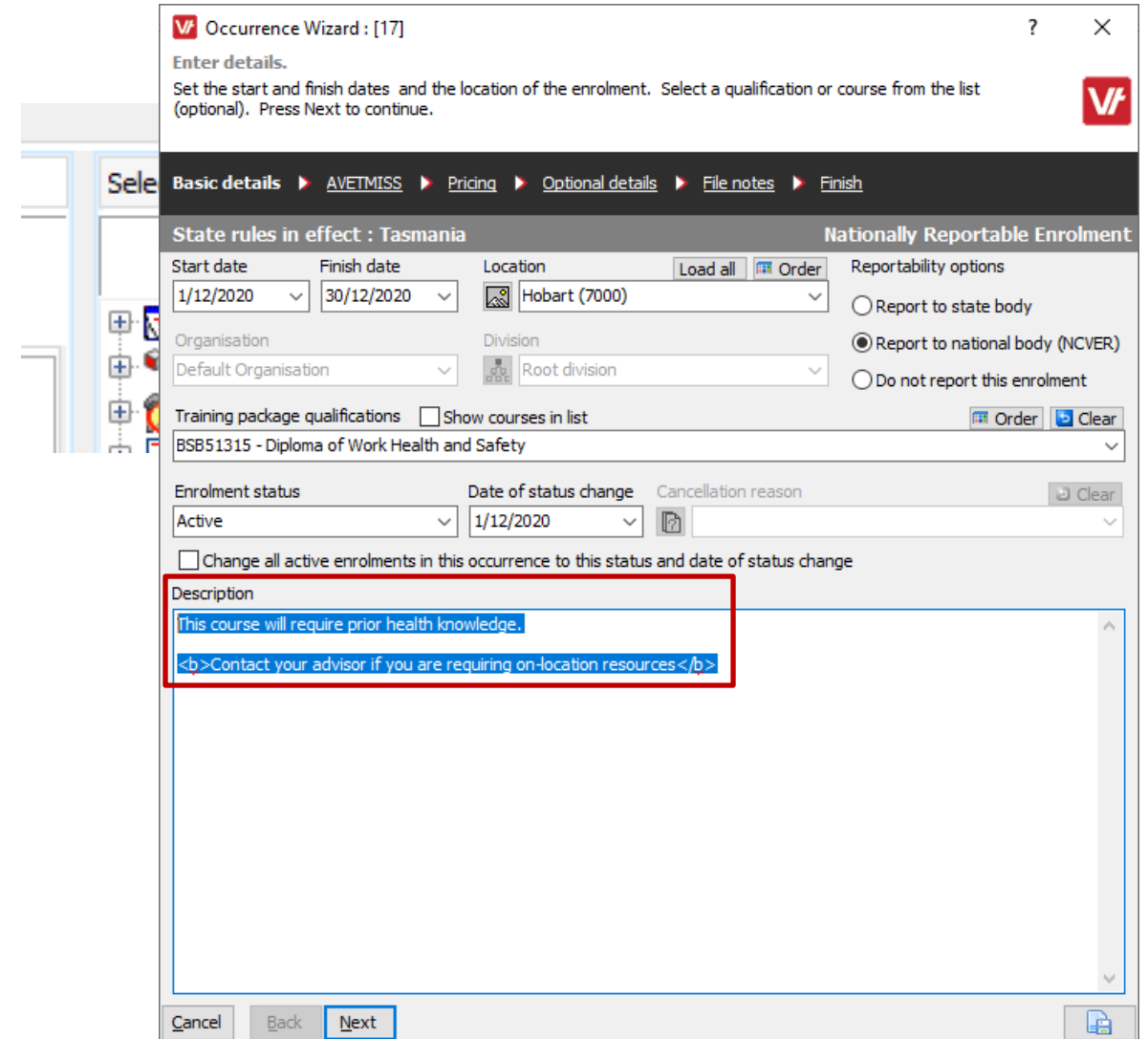These can then display additional information within your VETenrol system!

Occurrence Description

To enter a description for a particular Occurrence, simply locate the specific occurrence within the **VET**trak Programme manager, and select to edit occurrence details!

Occurrence Description

To enter a description for a particular Occurrence, simply locate the specific occurrence within the **VET**trak Programme manager, and select to edit occurrence details!

You can then enter whatever information you feel is relevant to your prospective student clients.

Note: You can use simple HTML formatting to stylise your text within **VET**enrol!

Programme Description

You can also edit the description for a Programme within the **Configuration Manager!** This will display as a broader set of information across the programme you are offering, independent of the occurrences underneath it.

This is done under the programmes heading – simply locate the programme you wish to describe, and select **Edit programme:**
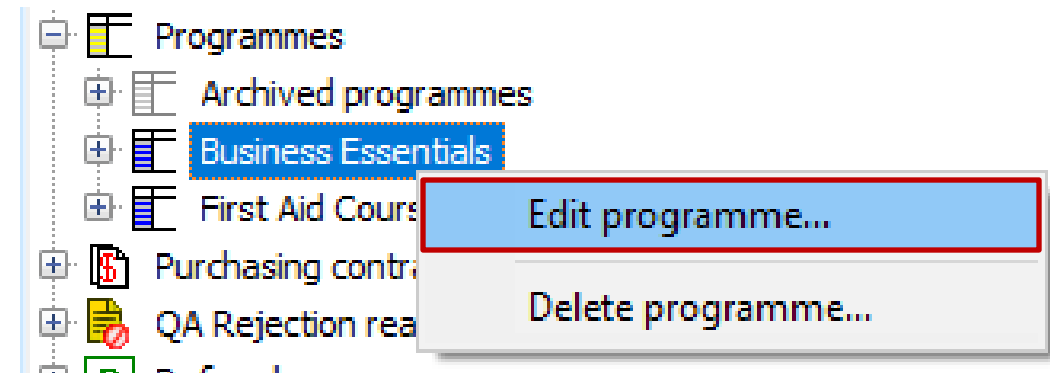
Programme Description

Just like editing an Occurrence Description, enter whatever information you wish to communicate online into the **Description** field – including any HTML formatting you may wish to include!

Let's get our hands dirty!

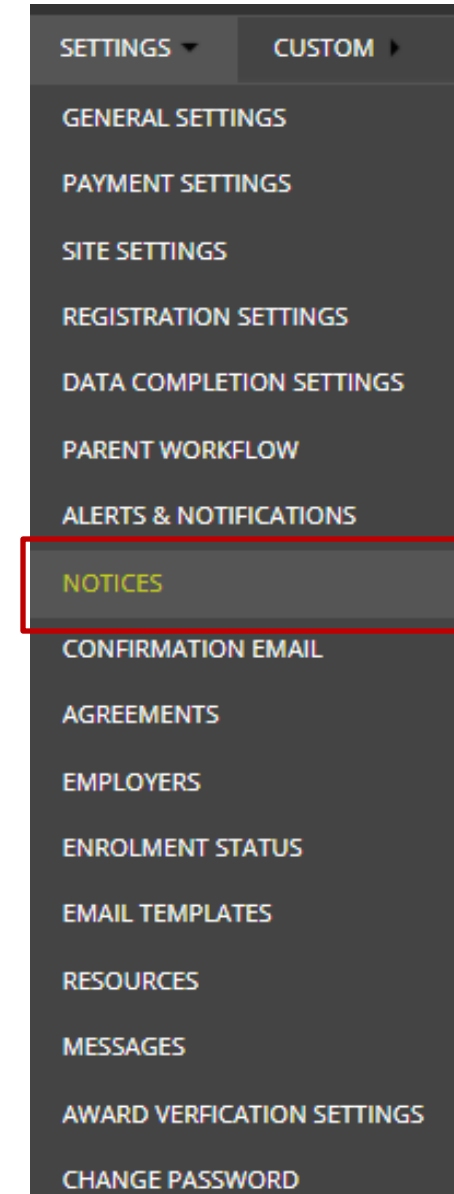Let's now take a look at setting up **Descriptions** within VETtrak!

Item:

The

Notices Page

The Notices Page

Within **VET**enrol, you can make use of the **Notices Page** to provide additional customised details for clients as they proceed through the **VET**enrol Enrolment process.

SETTINGS ▾   CUSTOM ▸

GENERAL SETTINGS

PAYMENT SETTINGS

SITE SETTINGS

REGISTRATION SETTINGS

DATA COMPLETION SETTINGS

PARENT WORKFLOW

ALERTS & NOTIFICATIONS

NOTICES

CONFIRMATION EMAIL

AGREEMENTS

EMPLOYERS

ENROLMENT STATUS

EMAIL TEMPLATES

RESOURCES

MESSAGES

AWARD VERFICATION SETTINGS

CHANGE PASSWORD

The Notices Page

These are displayed as optional text areas where you can record the additional information you wish to see, in the specific step/area that it would be the most relevant.

For example, you could enter unique information on the **Confirmation Page** relating to performing an **Electronic Funds Transfer** for payment if that is an option you offer!

Let's get our hands dirty!

Let's take a look at the **Notices Page** within **VET**enrol.

Item:
Alerts/Notifications

VETenrol Communication

The Alerts & Notifications Page

Alerts / Notifications refer to automated email notifications that can be sent to **Staff Members.**

These can be related to seeing when a new **registration** or **enquiry** is submitted via the **VET**enrol system!
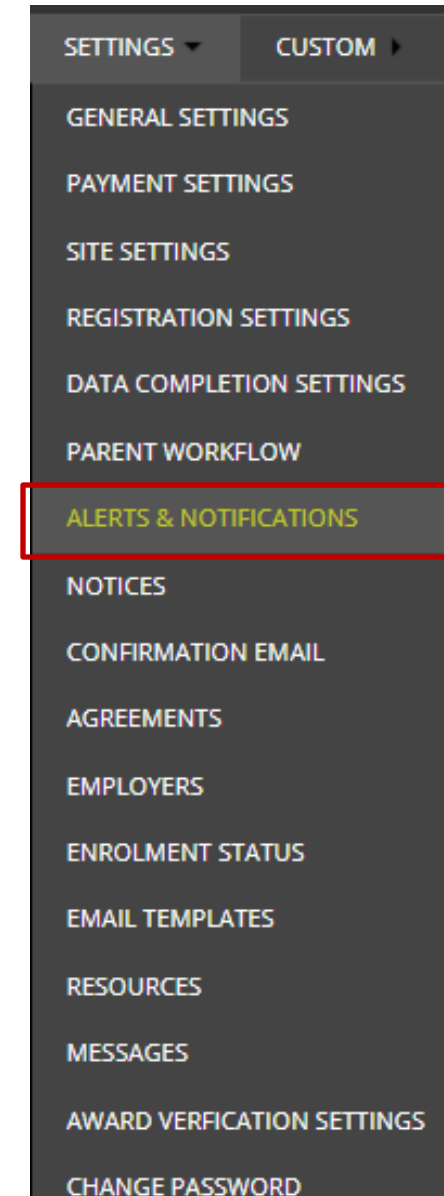
The Alerts & Notifications Page

You can toggle what alerts you wish to process and input an alert address.

(A copy of the registration will be included within the message – so you can view the information from the email that was sent out!)

VETenrol Communication

Sidenote: SMTP + Email Details

A quick note!

Email functionality within **VET**enrol is dependant on having SMTP/Email details configured within the **Client Admin** of the platform.

Let's get our hands dirty!

Let's take a look at **Alerts/Notifications** within **VET**enrol.

Item:

Confirmation Email

Confirmation Email

Within the **Settings** area you can configure the details for a **Confirmation Email** to be sent to an individual once they have successfully processed their online registration.

VETenrol Communication
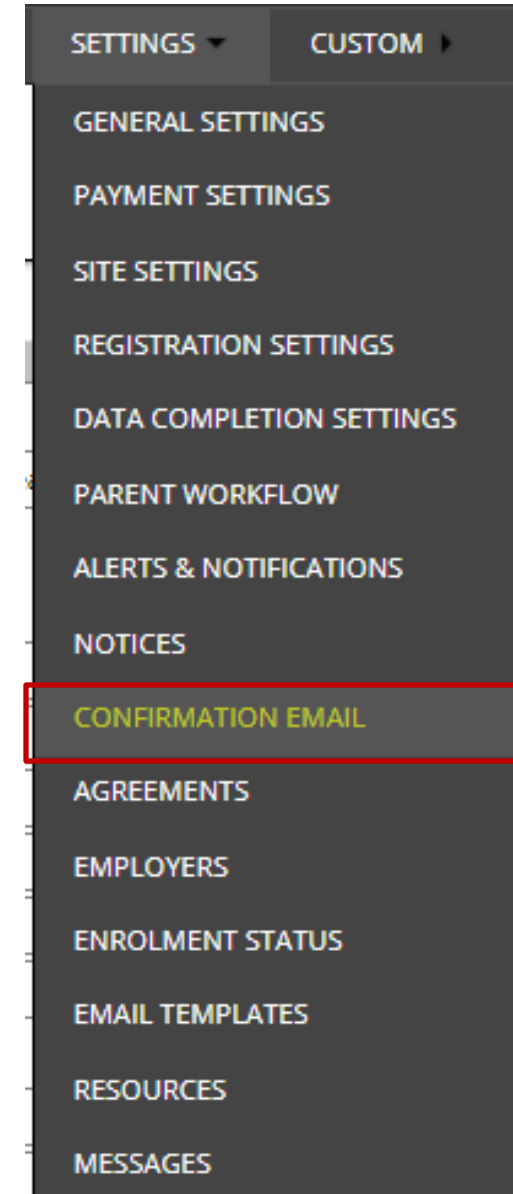
Confirmation Email

Within this area you can compose your Confirmation Email message, such as the subject and body of the message – with options to set up EFT details or send a copy of the registration details as an attachment.

Let's get our hands dirty!

Let's take a look at **Confirmation Email Settings** within **VET**enrol.

Item:

VETenrol Resources and Client Documents

VETenrol Communication

Resources and Client Documents

Resources can be accessed under the **Settings** area and provides access to online storage for essential image files.

This can include images for use in emails, or for use within text blocks where an images may be necessary.
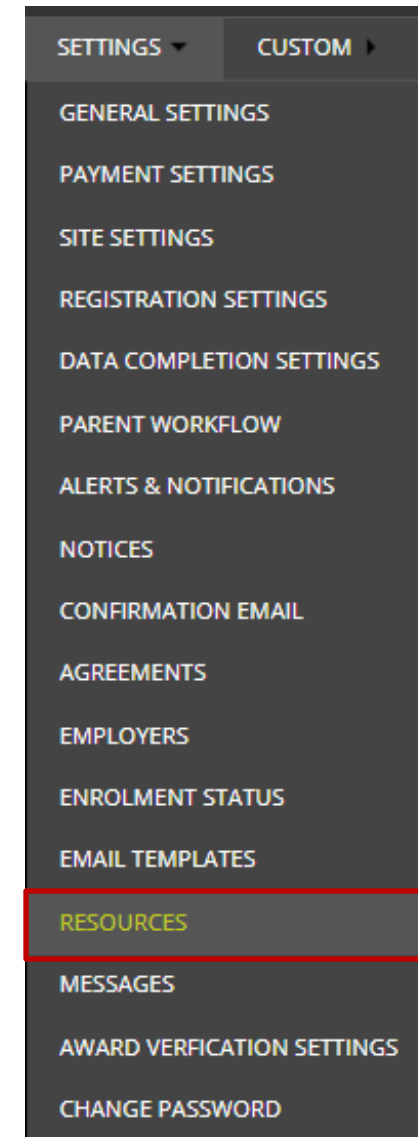
Resources

The resources area includes a simplistic interface to select files from your local computer, which you can then upload and manage within a list!

Client Documents
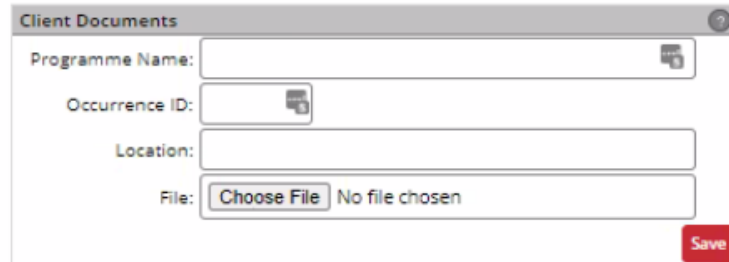
You can also upload and configure the sharing of **Client Documents** for use as resources within the VETenrol system – providing access to these items to clients who mary require them!
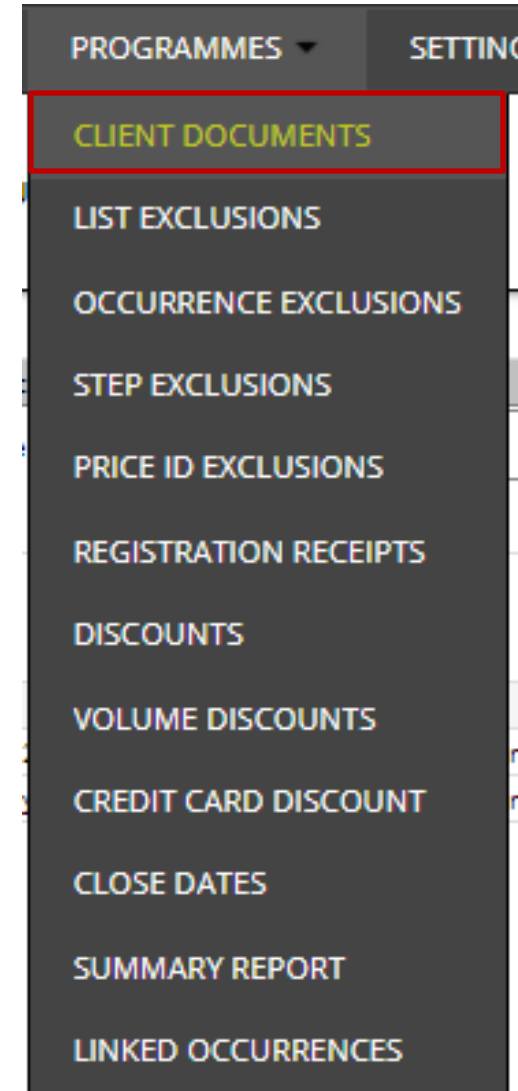
Client Documents

The **Client Documents** area provides the option to upload and associate documents against a particular Occurrence ID should you wish – you can then configure for these items to even be sent via automated email notifications.

Let's get our hands dirty!

Let's take a look at **Resources And Client Documents** within **VET**enrol.

Item:

Using Email Templates

VETenrol Communication

Email Templates

Email templates can be created and stored within **VET**enrol to streamline your communication offerings.

These can be useful for registration responses, receipts – all manner of contact needs!

VETenrol Communication
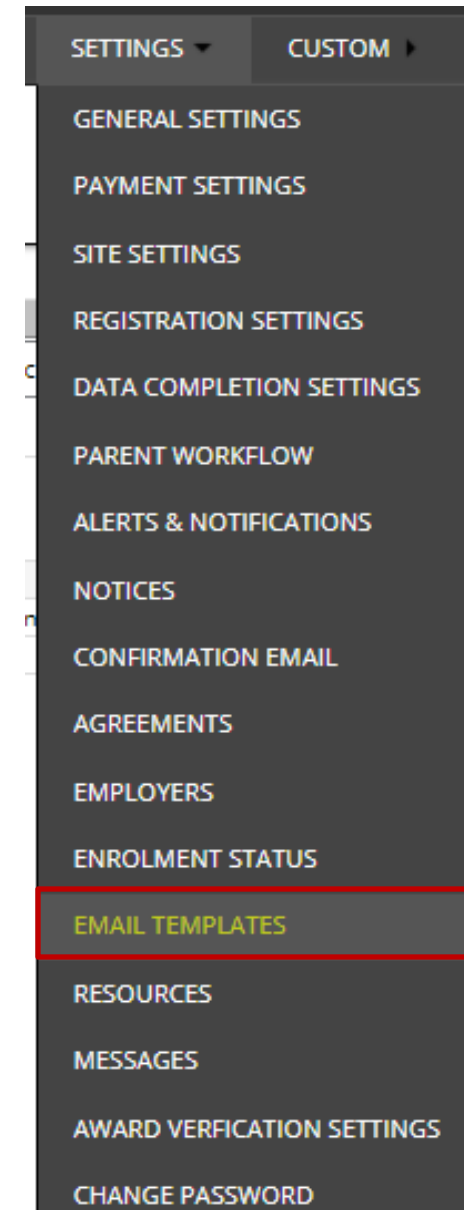
Email Templates

Email templates can be composed like you would write any other email – with sorting options to choose what the **Template Type** may be.

You can also view and manage existing templates!

Email Template Types

Email template types are used to classify what the Email Template is used for, including:

- **Enquiry Form Responses** are for use with Enquiries.

- **Registration Responses** are for use with Registrations and can be selected when emailing from Registrations or Registration Details.

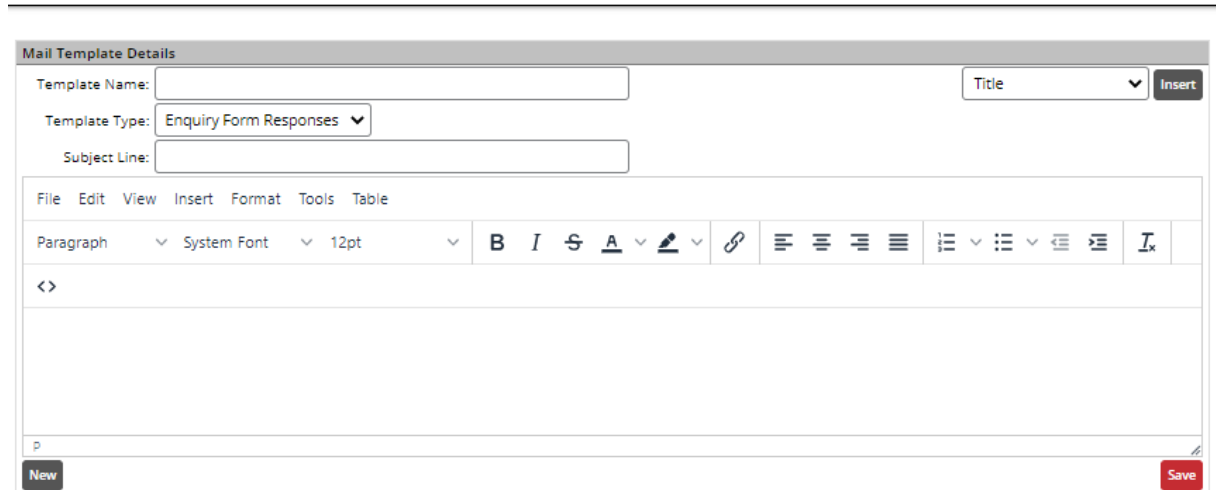- **Pay Now Templates** are for use with Deferred Payments, or for registrations with the credit card Pending Payment status. Templates of this type can only be selected when emailing from Registration Details.

- **Receipts** are for use with Registration Receipts.

Let's get our hands dirty!

Let's take a look at **Email Templates** within **VET**enrol.

Item:

Messages

Messages

Messages are a feature where you can set up a particular notice to display when users visit your site – Useful for making pointed contact with your traffic!

SETTINGS ▾	CUSTOM ▸

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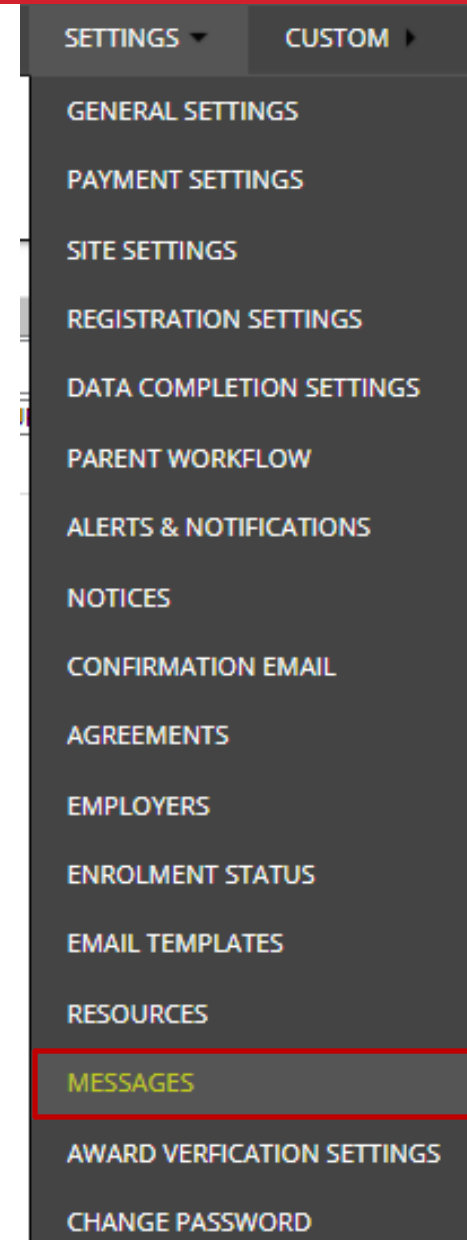
Messages

Messages are composed with a particular time period to allocate when they should appear – and can be configured to include a **Read More** link/URL to navigate people to a specific page!

MESSAGES

Message Details

Start Date:*

End Date:*

Message:*

Read More URL:

New   Save

This feature allows messages to be added to your VETenrol front page where users registering or browsing available courses will be able to view them.

Let's get our hands dirty!

Let's take a look at **Messages** within **VET**enrol.

Item:

That's a Wrap!

If you get stuck!

The **VET**trak Help Centre has a range of VETenrol articles to assist with using the features we have spotlighted today:

- **VETenrol Overview**
- VETenrol SMTP FAQ
- SMTP Server
- Special Variables in VETenrol
- The Alerts & Notifications page
- The Notices Page
- VETenrol Help Centre Section