



# VETtrak AcademyPlus

## VETenrol Communication

VETtrak. Number 1 in RTO

## Welcome to VETtrak AcademyPlus!

This session is specially designed for your learning experience, based on your feedback.

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

Let's collaborate and learn together.



This session will cover:

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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**







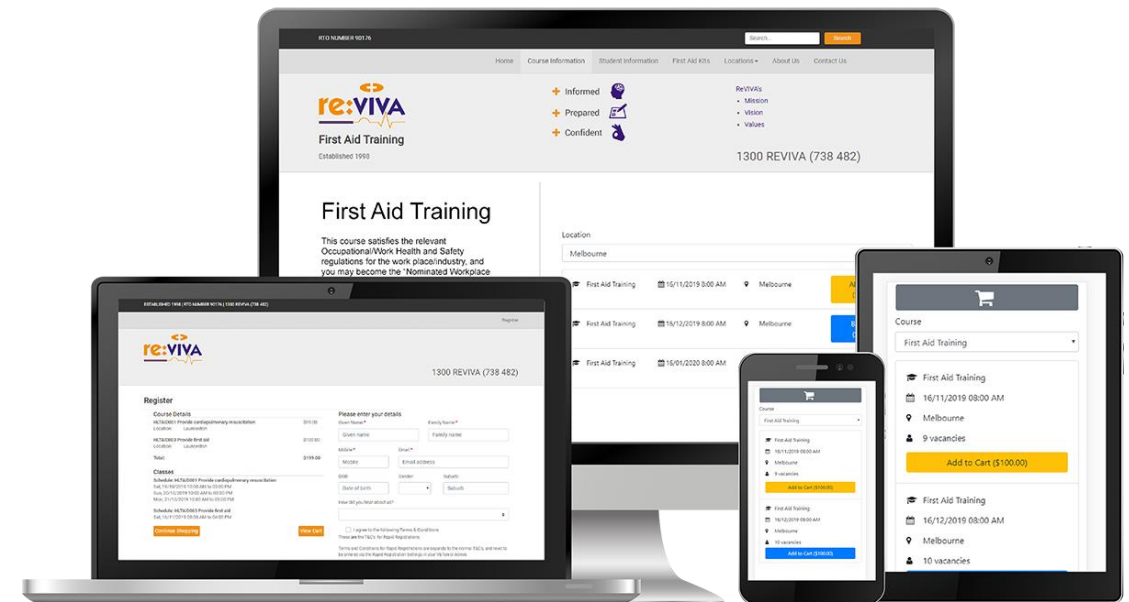
# Item: What is VETenrol



## VETenrol

**VETenrol** is a web-based system for **VETtrak** which is designed to allow quick and easy deployment of web enrolments into the **VETtrak** 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 **VETenrol** and your interested parties – by making use of unique fields, functions and tools!



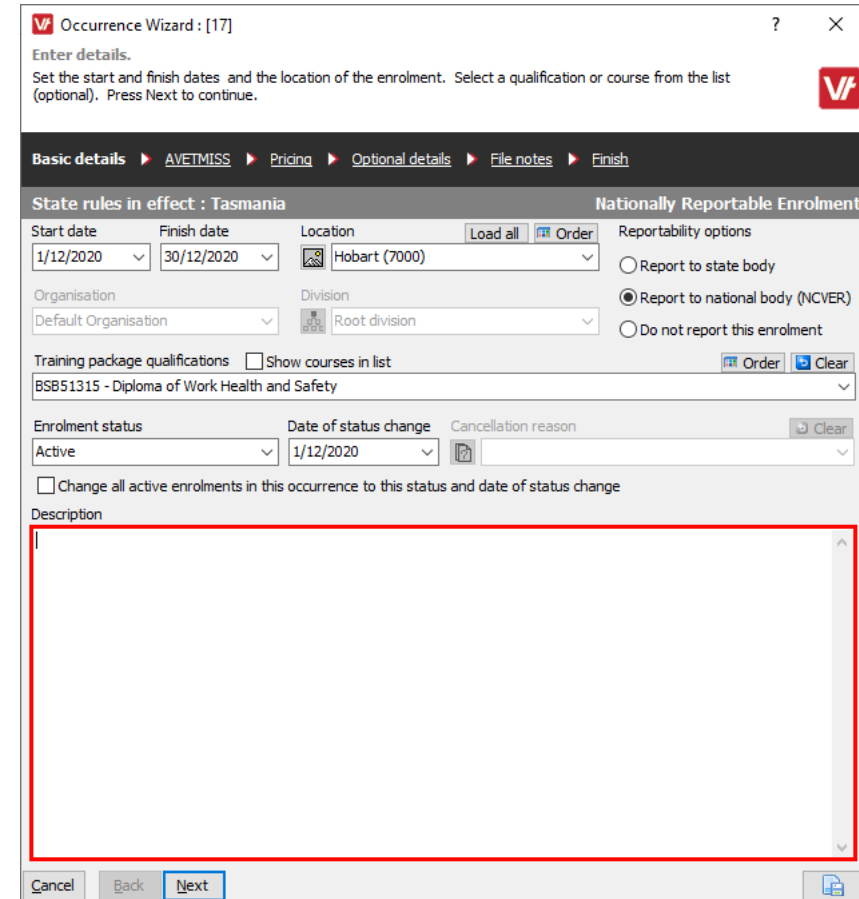


Item:  
Occurrence/Programme  
**Description Fields**

## 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!

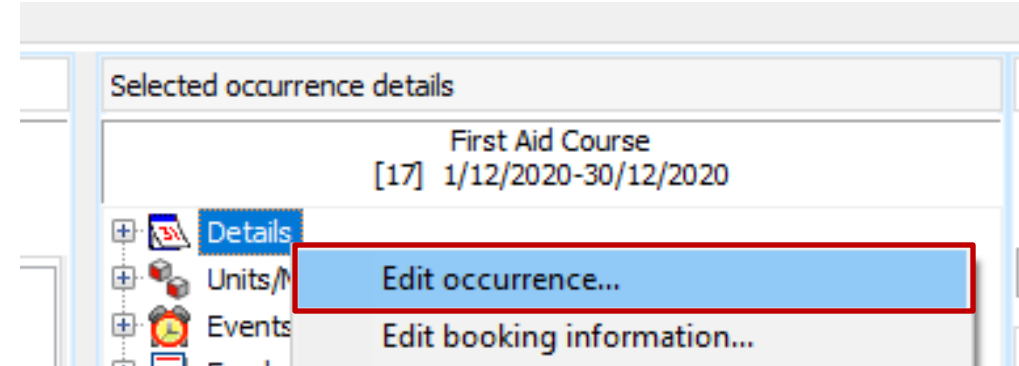


The screenshot displays the 'Occurrence Wizard : [17]' window. The 'Enter details' step is active, with instructions to set start/finish dates, location, and select a qualification. The interface includes a progress bar with steps: Basic details, AVETMISS, Pricing, Optional details, File notes, and Finish. The 'Basic details' section contains fields for Start date (1/12/2020), Finish date (30/12/2020), Location (Hobart (7000)), Organisation (Default Organisation), Division (Root division), and Training package qualifications (BSB51315 - Diploma of Work Health and Safety). The 'Nationally Reportable Enrolment' section has radio buttons for 'Report to state body', 'Report to national body (NCVER)' (selected), and 'Do not report this enrolment'. The 'Enrolment status' is set to 'Active' with a date of status change of 1/12/2020. A checkbox for 'Change all active enrolments in this occurrence to this status and date of status change' is present. A large 'Description' text area is highlighted with a red border. Navigation buttons at the bottom include 'Cancel', 'Back', 'Next', and a save icon.



## Occurrence Description

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

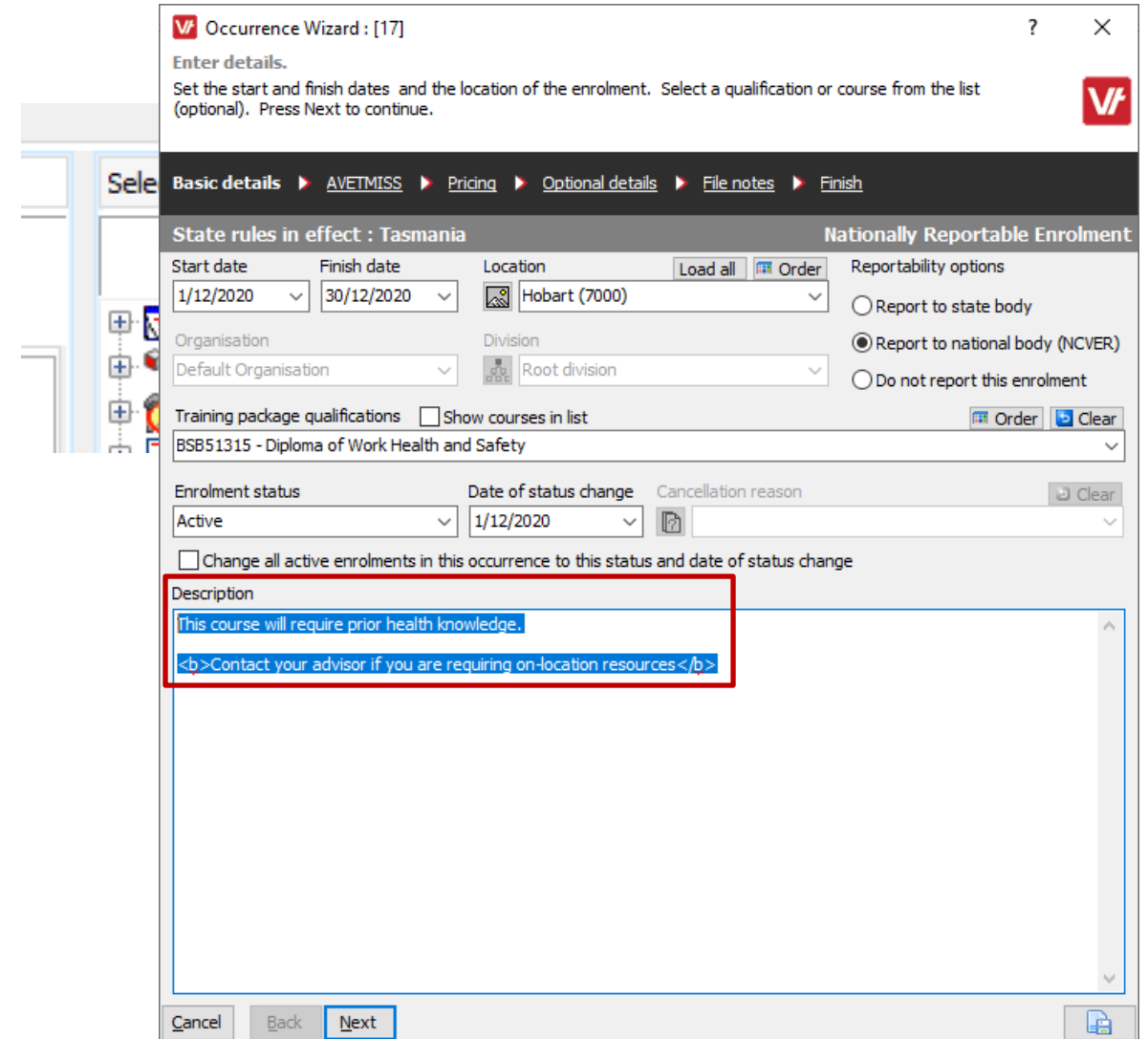


## Occurrence Description

To enter a description for a particular Occurrence, simply locate the specific occurrence within the **VETtrak** 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 **VETenrol**!

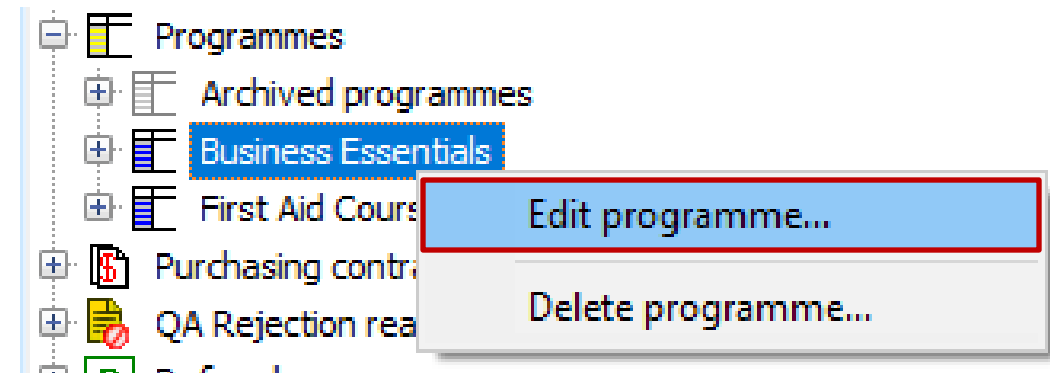


The screenshot displays the 'Occurrence Wizard : [17]' window. The 'Basic details' tab is active, showing fields for 'Start date' (1/12/2020), 'Finish date' (30/12/2020), and 'Location' (Hobart (7000)). The 'Organisation' is set to 'Default Organisation' and the 'Division' is 'Root division'. The 'Training package qualifications' section shows 'BSB51315 - Diploma of Work Health and Safety'. The 'Enrolment status' is 'Active' with a 'Date of status change' of '1/12/2020'. The 'Description' field is highlighted with a red box and contains the text: 'This course will require prior health knowledge.' followed by a line break and '<b>Contact your advisor if you are requiring on-location resources</b>'. The 'Nationally Reportable Enrolment' section has 'Report to national body (NCVER)' selected. The 'Next' button is highlighted at the bottom.

## Programme Description

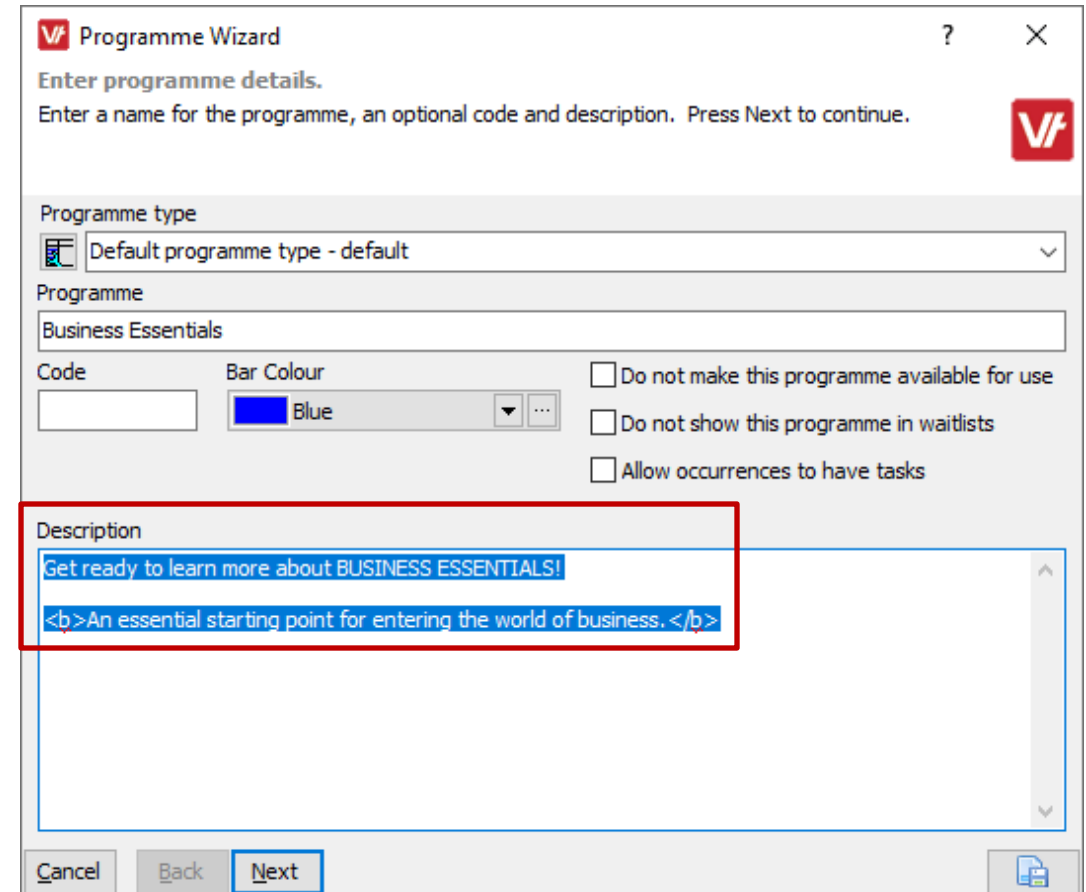
You can also edit the description for a Programme within the **Configuration Manager!** This will display as a broader set of information across the programme you are offering, independent of the occurrences underneath it.

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!



The screenshot shows the 'Programme Wizard' dialog box with the following fields and options:

- Programme type:** A dropdown menu showing 'Default programme type - default'.
- Programme:** A text field containing 'Business Essentials'.
- Code:** An empty text field.
- Bar Colour:** A color selection field showing 'Blue'.
- Options:** Three checkboxes:
  - ☐ Do not make this programme available for use
  - ☐ Do not show this programme in waitlists
  - ☐ Allow occurrences to have tasks
- Description:** A large text area containing the text:  
Get ready to learn more about BUSINESS ESSENTIALS!  
<b>An essential starting point for entering the world of business.</b>

At the bottom, there are buttons for 'Cancel', 'Back', and 'Next', along with a save icon.

## Let's get our hands dirty!

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

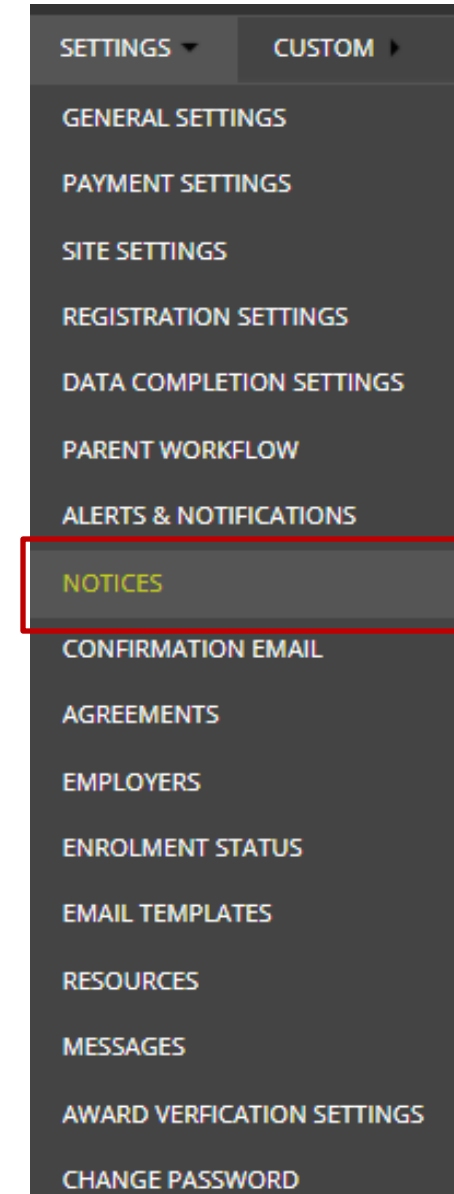




Item:  
The  
**Notices Page**

## The Notices Page

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
































## 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!

### NOTICES

<b>Personal Information Notice</b>  	<b>RPL Introduction</b>   
<div></div>	<div></div>
<b>Group Booking Introduction</b>  	<b>RPL Doc Verification</b>   
<div>Group Booking Introduction</div>	<div></div>
<b>Residential Address Notice</b> 	<b>Sundry File Upload</b> 
<div></div>	<div>Heading</div>
	<div>Text</div> 
	<div></div>
<b>USI Step Introduction</b>   	<b>Submission Notice</b> 
<div></div>	<div>Notice</div> 
<b>Custom Proof of Identity Note</b>  	<div></div>
<div></div>	
<b>Concession Step Introduction</b>   	<b>Completion Step Additional Text</b> 
<div></div>	<div>Intro</div> 
	<div></div>
	<div>Outro</div> 
<b>AVETMISS Notice</b>  	<div></div>
<div>Please enter the Industry if you're employed.....</div>	<div>EFT</div> 
<div></div>	<div></div>

## Let's get our hands dirty!

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





Item:

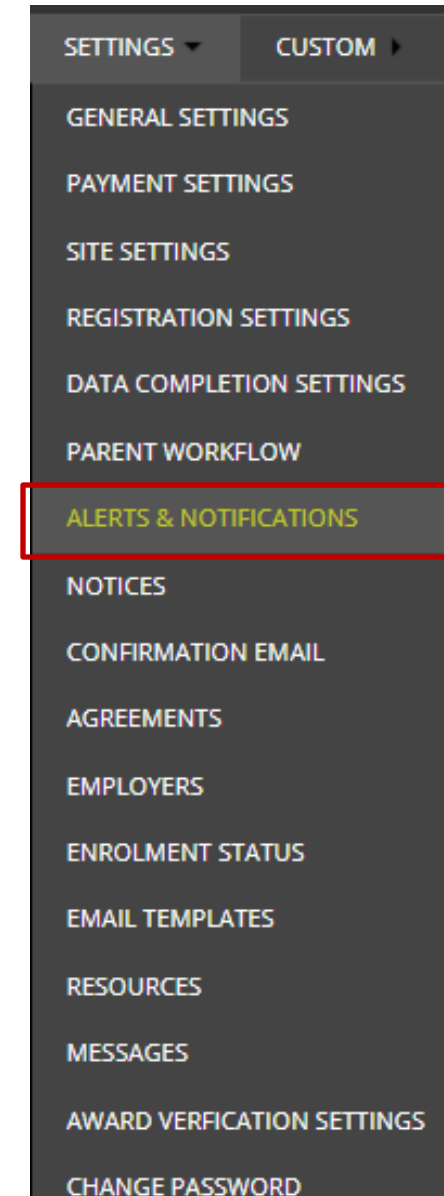
# Alerts/Notifications



## 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 **VETenrol** 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!)

### ALERTS & NOTIFICATIONS

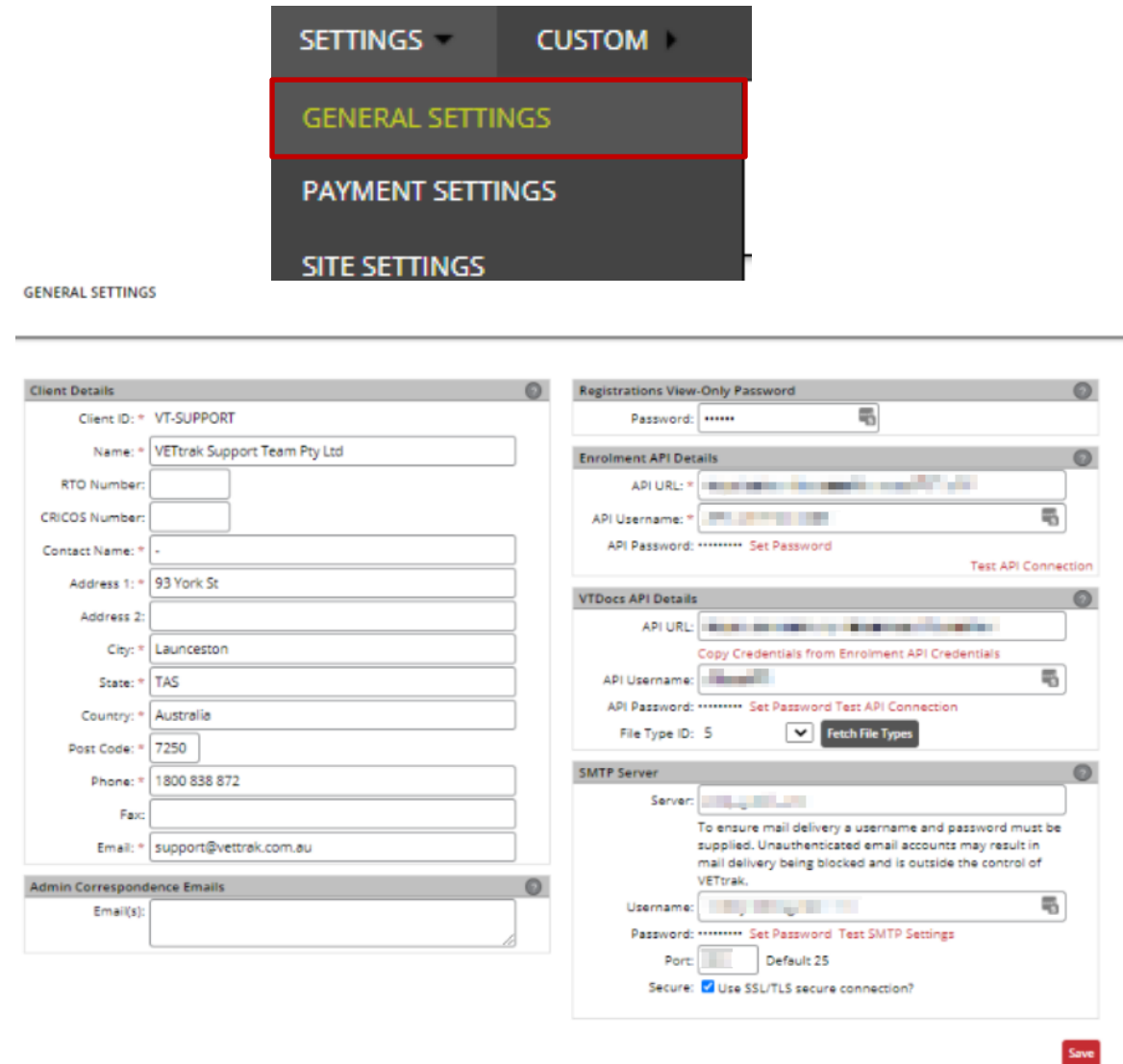
New Registration Alerts	Error Notifications
Email Alerts: <input type="checkbox"/> Receive new registration alerts?	Invalid ProgID
Alert Address: <input type="text"/>	Sorry Invalid ProgID
New Enquiry Alerts	Invalid OcculD
Enquiry Alerts: <input type="checkbox"/> Receive new enquiry alerts?	Sorry Invalid OcculD
Alert Address: <input type="text"/>	No Vacancies
New Eligibility Alerts	No Vacancies available, sorry.
Eligibility Alerts: <input type="checkbox"/> Receive new eligibility alerts?	
Alert Address: <input type="text"/>	
Staff Member Alerts	
Email Staff: <input type="checkbox"/> Email occurrence staff members on registration?	
<input type="checkbox"/> Include registration details attachment?	
Email Subject: <input type="text"/>	
Email Body: <div></div>	

Save

## Sidenote: SMTP + Email Details

A quick note!

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



The screenshot displays the 'GENERAL SETTINGS' tab in the VETenrol Client Admin interface. The interface is divided into several sections:

- Client Details:** Fields for Client ID (VT-SUPPORT), Name (VETtrak Support Team Pty Ltd), RTO Number, CRICOS Number, Contact Name, Address 1 (93 York St), Address 2, City (Launceston), State (TAS), Country (Australia), Post Code (7250), Phone (1800 838 872), Fax, and Email (support@vettrak.com.au).
- Registrations View-Only Password:** A field for the password.
- Enrolment API Details:** Fields for API URL, API Username, and API Password, with a 'Test API Connection' button.
- VTDocs API Details:** Fields for API URL, API Username, and API Password, with a 'Fetch File Types' button.
- SMTP Server:** Fields for Server, Username, Password, Port (Default 25), and a checkbox for 'Use SSL/TLS secure connection?'. A 'Save' button is located at the bottom right.

## Let's get our hands dirty!

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



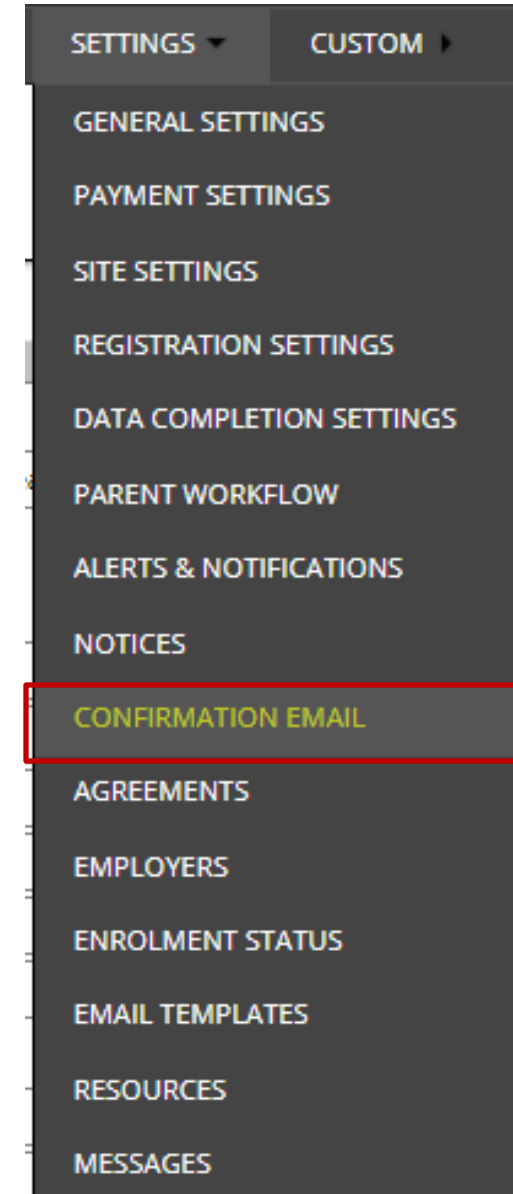
Item:

# 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.



## 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.

### CONFIRMATION EMAIL

Subject Line

Registration Confirmation from \*CONTACTNAME\* for \*PROGRAMMENAME\*

Message

<!DOCTYPE html>  
<html lang="en" xmlns="http://www.w3.org/1999/xhtml" xmlns:v="urn:schemas-microsoft-com:vml" xmlns:o="urn:schemas-microsoft-com:office:office">  
<head>  
<meta charset="utf-8">  
<!-- utf-8 works for most cases -->

EFT Notice

Group Registration Participants

Send Participant Email: ☒ Email group participants where applicable?

Mail Template: Data Completion URL

☐ Include copy of registration details as attachment?  
☐ Exclude signature areas from attachment?  
☐ Do not send confirmation email

Preview Save

*These settings apply to the confirmation email sent to users upon successful registration.*

*Each of these fields accepts text/HTML and special parameters.*

*Please refer to your VETenrol manual for more information.*

## Let's get our hands dirty!

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





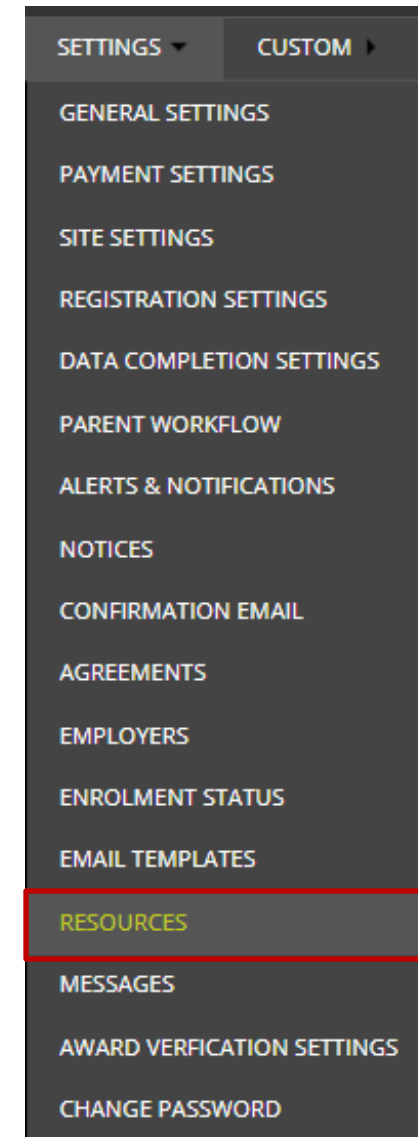
Item:

# VETenrol Resources and Client Documents

## 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 RESOURCES

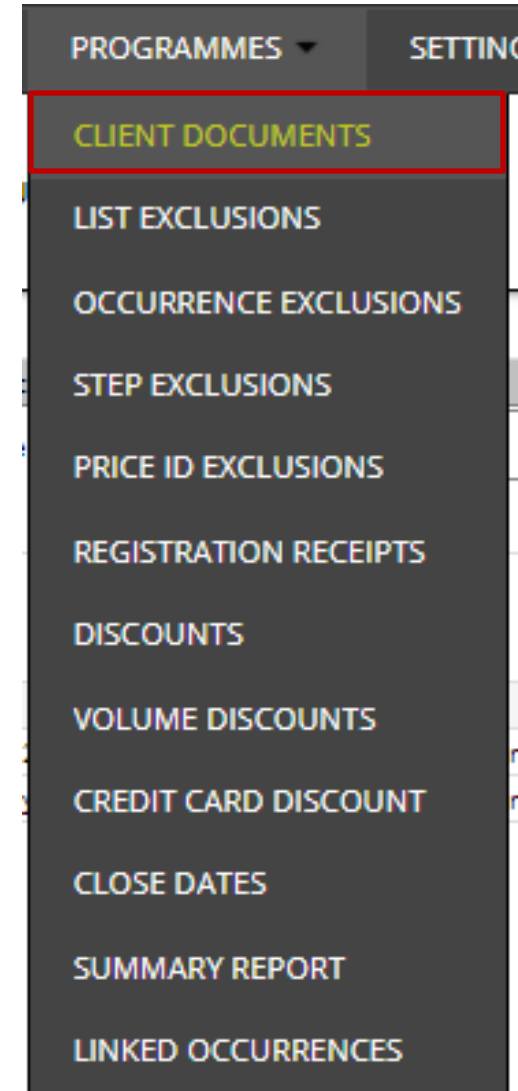
Client Resource

File:  No file chosen

Filename	URL	
Screen Shot 2020-08-05 at 2.36.00 pm.png	<a href="https://enrol.vetenrol.com.au/resources/VT-SUPPORT/Screen Shot 2020-08-05 at 2.36.00 pm.png">https://enrol.vetenrol.com.au/resources/VT-SUPPORT/Screen Shot 2020-08-05 at 2.36.00 pm.png</a>	<input type="button" value="X"/> delete
Cake and Pastry.jpg	<a href="https://enrol.vetenrol.com.au/resources/VT-SUPPORT/Cake and Pastry.jpg">https://enrol.vetenrol.com.au/resources/VT-SUPPORT/Cake and Pastry.jpg</a>	<input type="button" value="X"/> delete

## Client Documents

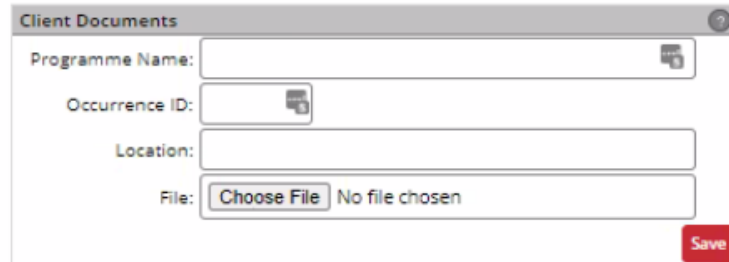
You can also upload and configure the sharing of **Client Documents** for use as resources within the VETenrol system – providing access to these items to clients who may require them!



## 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.

### CLIENT DOCUMENTS



The screenshot shows a web form titled "Client Documents" with a question mark icon in the top right corner. The form contains four input fields: "Programme Name:" with a document icon, "Occurrence ID:" with a document icon, "Location:" (empty), and "File:" with a "Choose File" button and the text "No file chosen". A red "Save" button is located at the bottom right of the form.

*This feature allows attachments to be assigned to specific programmes for sending with automated email notifications.*

*Leave the Programme Name, Occurrence ID & Location blank to create a Client Document for all programmes.*

*Please refer to your VETenrol Manual for more information.*

## Let's get our hands dirty!

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



The background image shows a person from the chest up, wearing a denim shirt, sitting at a desk and writing on a laptop. The entire image is overlaid with a semi-transparent red filter. The person's right hand is holding a pen and writing on the laptop screen, while their left hand rests on the keyboard. A ring is visible on the ring finger of the right hand.

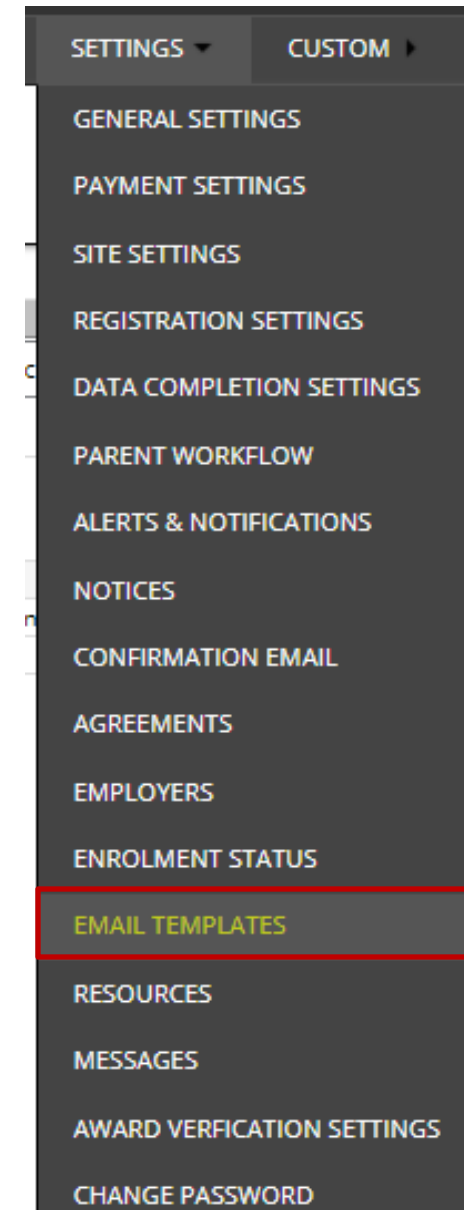
Item:

# Using Email Templates

## 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!

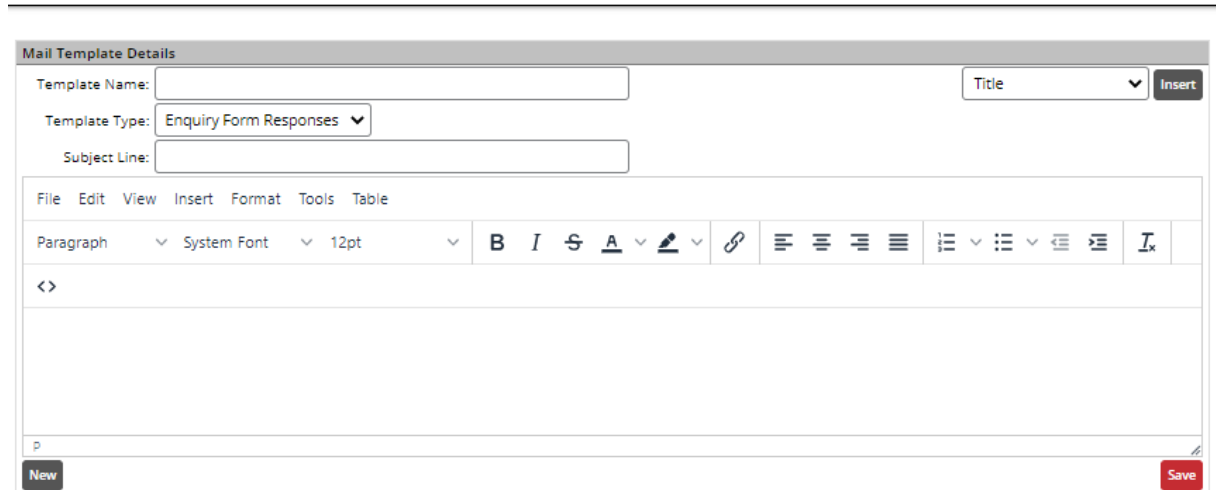


## Email Templates








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!

### MAIL TEMPLATES



The screenshot shows the 'Mail Template Details' form. It includes fields for 'Template Name', 'Template Type' (set to 'Enquiry Form Responses'), and 'Subject Line'. There is a 'Title' dropdown and an 'Insert' button. Below these is a rich text editor with a menu bar (File, Edit, View, Insert, Format, Tools, Table) and a toolbar with various formatting options. The editor area is currently empty, showing '<>' at the top. At the bottom of the form are 'New' and 'Save' buttons.

Template	Template Type	Attachments		
Data Completion URL	Receipts	0 (Edit)	duplicate	
Generic Enquiry Response	Enquiry Form Responses	0 (Edit)	duplicate	
Generic Non-Payment	Pay Now Templates	0 (Edit)	duplicate	
Generic Registration Response	Registration Responses	0 (Edit)	duplicate	
New Enrollment	Receipts	0 (Edit)	duplicate	
Provide first aid	Receipts	0 (Edit)	duplicate	
VETenrol Enquiry	Enquiry Form Responses	0 (Edit)	duplicate	

## 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 **VETenrol**.

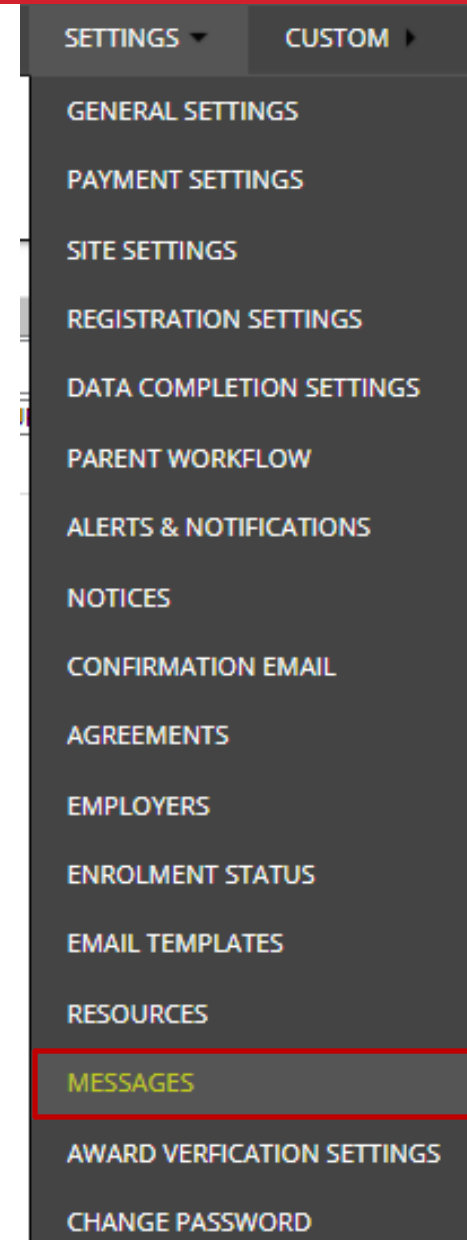


Item:

# 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!



## 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 **VETenrol**.





Item:  
That's a Wrap!

# If you get stuck!



The **VETtrak** 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](#)