



SOLSMail Manual

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1 What is SOLSMail

SOLSMail is an official and primary method for communicating with students at UOW.

All UOW Students have access to SOLSMail via their Student OnLine Services (SOLS) system and are expected to access their SOLS account regularly (at least once per week).

A **single** email notification will be sent to students if they have not logged into SOLS within 24 hours:

You have received a SOLSMail and haven't logged into SOLS for 24 hours. You can access your new and recent SOLSMails via the SOLS homepage for 7 days only. If a message remains unread for more than 7 days, it will pop-up when you log in to SOLS and must be read to gain access. Log in to SOLS at <https://www.uow.edu.au/student/>

If a student logs into SOLS on the same day as a SOLSMail is sent, they will not receive an email to alert them to a SOLSMail being sent (as they would have seen the SOLSMail messages table in their SOLS Home page upon log in).

SOLSMail provides numerous benefits including:

- A fast and secure way for UOW to send official communication
- Storage and access to official communication; students can access all communications from anywhere there is an internet connection
- The ability to track the delivery and receipt of official communication; staff can check to see if a student has received and read a SOLSMail message (note: you can view a message has been read but you cannot view the date/time the student read the message).

1.1 Who can send a SOLSMail message?

Both Student Administration and Faculty staff have access to the SOLSMail facility via the Student Management Package (SMP).

SOLSMail messages can be sent to:

- an individual student
- a class
- a selected group of students
- as well as to large cohorts, such as all students

Accordingly, you can send a SOLSMail message using a variety of methods:

- To an individual student using SMP_Central or SAI
- To a class (or selected students within a class) using SMP_Central class rolls or Advanced Search
- To a list of student numbers using the SOLSMail Import option in SMP_Central or the History Addition function in SAI
- To a group of students that you have retrieved using reports in SAI (many of the reports in SAI have a SOLSMail option)
- To large cohorts of students using the SOLSMail Request Template (via delegated staff member following approval by Director of Student Services Division)

1.2 What information should I use SOLSMail for?

SOLSMail is designed to provide relevant information to students regarding **academic and administrative matters**.

*Given the volume of SOLSMail students may receive, SOLSMail is **not intended** as a vehicle to promote information such as general advertising (unless approved).*

1.3 Where can I get approval to send a SOLSMail message?

When sending a SOLSMail message to large cohorts of students, the message must be approved by the Student Communications Coordinator, Academic Administration (or in unique situations the Director of Student Services).

1.4 How do SOLSMail messages appear on SOLS?

Prior to 2014, students had to click that they have read all their outstanding SOLSMail messages before they were taken to the SOLS main menu. This was a source of frustration for students who may want to access SOLS functions urgently such as eLearning and tutorial enrolments.

There are a number of important messages sent to students via SOLSMail, so it's still an important function. The ability to track that students have read some of these important messages is a crucial part of business processes.

Student Systems undertook a review of SOLSMail in 2014. Phase 1 of the changes to SOLSMail was rolled out on 9th Dec 2014 and changes included:

- If students have SOLSMail messages less than 7 days old, they will be taken straight to the SOLS Home page.
- SOLSMail messages less than 7 days old appear on the home page and student can click to read these messages (and click that they have read the messages) when it's convenient.
- If messages are less than 7 days old, students will be able to access SOLS main menu functions before choosing to read these messages.
- If a student does not read their SOLSMail messages within 7 days, the SOLSMail messages will need to be read before the student can access the SOLS main menu.
- Messages older than 7 days will appear as a list when the student logs into SOLS and the student had to click that they have read all messages older than 7 days before they are taken to the main menu.

In 2023, further improvements to SOLSMail were implemented.

Students can now see Unread SOLSMail messages in their SOLSMail History as well as on their SOLS Home page in the SOLSMail table.

Messages can be filtered and marked as Read from the SOLSMail History.

1.4.1 SOLSMail History

Prior to 2014, a student could only re-read SOLSMail messages for certain categories, they could only choose one category at a time to view, and they couldn't enter a date range to find messages.

The following changes were made to SOLSMail History on the 9th Dec 2014:

- An 'ALL' category was added - and this is the default, so all messages will appear by default.
- All categories were added to the filters - so students will be able to re-read messages they received from any category (not including SOLS Logon category only used for password reminders)
- A date range was added, allowing students to search through messages received in a particular period.
- Messages that are less than 7 days old appear on the SOLS Home page and students can read these when it's convenient.

From June 2023, further changes to SOLSMail included Unread SOLSMail messages also being listed in SOLSMail History. Students can now mark message as 'Read' from their SOLSMail History OR SOLS Home page.

UOW Student Online Services - TST

Ms Effie Example

My SOLS

Expand All

SOLS Home

Current Session

Learning Platform (Moodle)

Learning Platform (Moodle) Details

Assignment Results

SOLSMail History

Academic Consideration

Textbook Information

Student Forms

Enrolment

Timetable

Fees

Personal Details and

Consent

Graduation

SOLS Vote and Comments

Learning Platform (Moodle)

Assignment Results

SOLSMail History

Tutorial Enrolment

Enrolment Record

My Timetable

2 SOLSMail

1 Provisionals

1 Unique Student Identifier (USI)

INFORMATION ABOUT SOLSMAIL:

- Your new and recent SOLSMail messages are listed below.
- If a message remains unread for more than 7 days, it will pop-up when you log in to SOLS and must be read to gain access.
- Messages will be archived in SOLSMail History once read.
- Messages older than 180 days and remain unread will also be archived in SOLSMail History.

Category	Date / Time	Message	Action
SOLSMail	20-02-2023 03:38:01 PM	The Wollongong Undergraduate Student Association (WUSA) would like to advertise the opening of a casual vacancy for the position of General Representative. This position would be for the remainder of the term, ending 30 November 2019. Nominations for the position can be han... READ MORE >	SEE DETAILS
Billing	20-02-2023 03:39:36 PM	Your refund enquiry has been received.	MARK AS READ

UOW Student Online Services - TST

Ms Effie Example

SOLSMail History

You have 8 unread messages older than 7 days.

SOLSMAIL MESSAGE	
Category:	Enrolment variations
Date / Time:	08-02-2023 03:28:06 PM
Usergroup:	Administration staff
Message:	New Enrolment. Subject MGNT102, 2023, Autumn, Wollongong, On Campus, Class 1 in course 702 (Bachelor of Arts, 702, Wollongong, On Campus). By process: Enrolment Variation.

[I HAVE READ THE MESSAGE](#)

Messages older than 7 days are treated as urgent messages and students have to click that they have read each message before they are able to access the SOLS Home page and Main Menu.

2 Sending SOLSMail using SMP_Central

2.1 Will my username/email address be displayed?

SOLSMails sent from SMP_Central will display the 'creator' username to the student.

Batch ID	Batch Details	
756397	Mail Subject	JRNL204: Tutorial enrolment
	Creation Date	18/07/18 09:35:05 am
	Time To Send	18/07/18 09:35:05 am
	Mail Creator	shawn
	Creator Email	shawn@uow.edu.au
		Good morning
	Mail Content	There are a few people who are still to enrol in a tutorial. There is a major group work assessment in JRNL204, ms ASAP so as to provide you all with as much notice as possible. The assessment covers an entire week, so you are rostered so you can cater for it (e.g. work commitments may need adjusting). Please enrol and I will post the I would like to do this before classes start.
		Thanks
		Shawn
	Mail Type	Message via SOLS, email notification, record in Student History
	Mail Status	to be sent
	Purge Date	this batch will be purged on 18/01/2019

2.2 To an individual student or class (or selected students within a class)

Step 1

Click on the **Class Roll** link OR do a search in **Advanced Search**

Step 2

Select the students you would like to send a message to by clicking the tick box beside their student number.

To select or deselect ALL students on the screen, click the top tick box (in the title area next to the Std Nbr heading). Do this to send a SOLSMail to a class of students.



Step 3

Click **SOLSMail** from the top menu to create the message

Complete the message subject title and message text. Also, ensure you nominate who you would like the confirmation email sent to (this confirms the number of students the message was delivered too).

You can type up to 2000 characters (this includes spacing) in the message. **You cannot include attachments in your message or use HTML coding (bold, target="_blank" etc).**

However, you can include a full HTML web link that will be active for a student to click on.

E.g. <https://www.uow.edu.au/student/sols-help> or askuow@uow.edu.au

Preview & Send | Cancel | Add | Remove | Import

Compose SOLSMail

Recipients: Test STUDENT (3924750)
(1 recipient)

Confirmation: username@uow.edu.au (Only one email address allowed)

Subject: CCY228: SMP Tutorial Enrolment

Students need to login to SOLS then click on the tutorial enrolment link

Please Note: To include a web link in your message, type the link within the message. For example, to include a link to www.uow.edu.au, you would type <http://www.uow.edu.au>. Email addresses in the message will be automatically converted to an email link. You are presented with a preview screen before your message is sent - This allows you to check that links are correct.

Step 4

Click **Preview & Send** to send your message, or **Cancel** to exit without sending.

Click **Add** or **Remove** to add or remove students to/from the list of recipients. Click to highlight the students you wish to remove from the list, then click the **Remove** icon.

Step 5

Once you have clicked Preview & Send, you can check the format of the message.

Preview | Send | Cancel

Preview SOLSMail

Recipients: Test STUDENT (3924750)
(1 recipient)

Confirmation: username@uow.edu.au

Subject: ACCY228: SMP Tutorial Enrolment

Students need to login to SOLS then click on the tutorial enrolment link

Step 6

A message will be added to the student's SOLSMail and will be written to their SOLS history as a permanent record. Refer to the section above about how SOLSMail messages are displayed to Students in SOLS.

Please note SOLSMail is not an email - it is a registered message that is shown to the student via SOLS. By displaying the message in SOLSMail rather than sending via group email, you avoid problems such as unreliable forward email accounts, group email failures and student mailboxes that are full.

2.3 To a list of student numbers using the SOLSMail Import option

Save your list of student numbers as a **Text (Tab Delimited) File**. You can elect this file type when you are saving your document (e.g. in Excel, under the file name section)

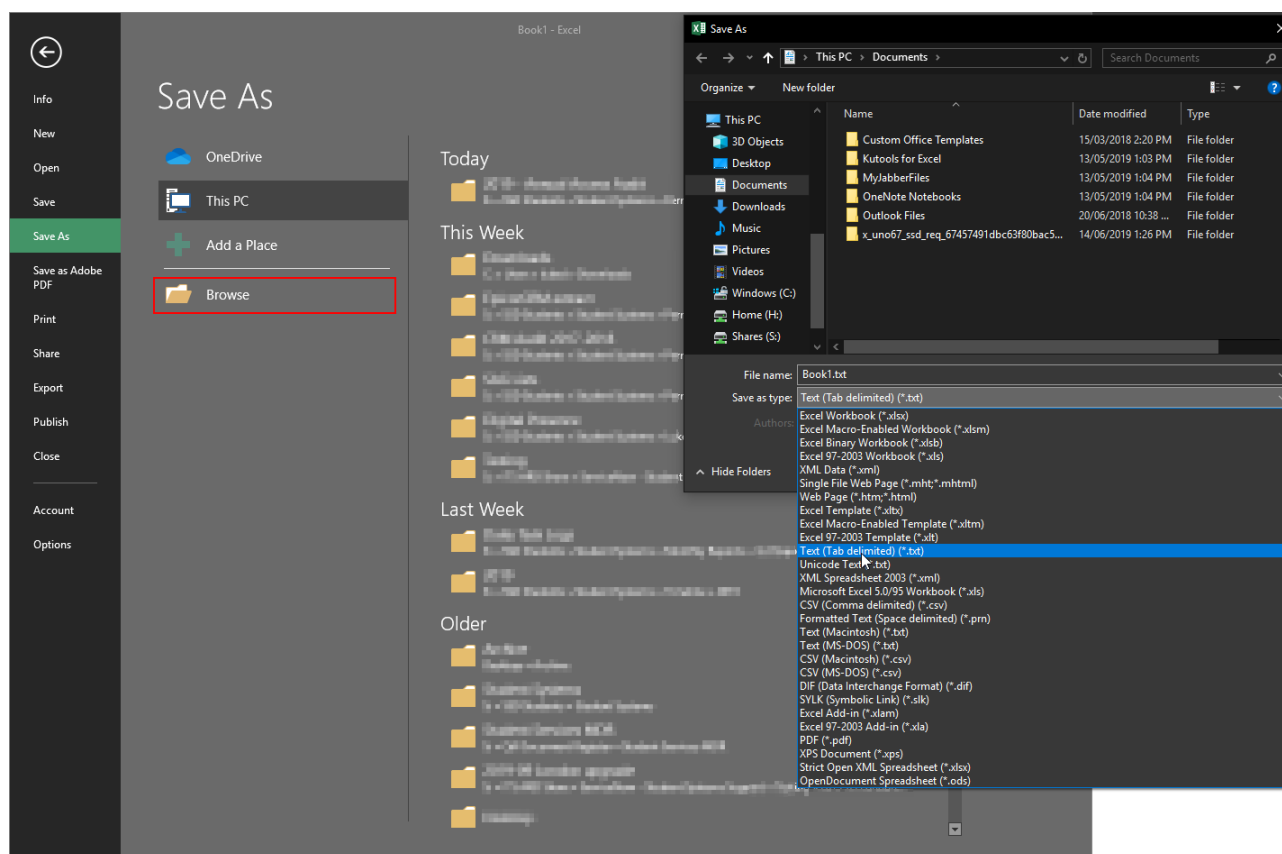
(NOTE: All files exported from SMP_Central default to a .tdf file type. To open these files in excel, see the guides listed in the table below or contact IMTS on x3000)

Windows 7 (Internet Explorer)	Windows 10 (Internet Explorer)	Mac OS
Office 2007 assistance	Office 2016 assistance	MAC OS instructions
Office 2010 assistance		
Office 2016 assistance		

Users must:

- Include a header in their student list to prevent the first student number becoming the 'header' (and consequentially, this first student number not receiving the message).
- Ensure there are no invalid or duplicate student numbers on the list, or you will receive an error when you are importing the list.

If you do receive an error, cut the list into smaller lists and import to try and locate the student number that is causing the problem.



Log into SMP_Central using your email username and password.

Click on the **SOLSMail** left hand menu item (you will only see this if you have been granted access to this function).

The screenshot shows the SMP Central 5.1 web interface. At the top, there is a header with the University of Wollongong Australia logo and the text "SMP Central 5.1 SMP Vers 5.1 patch released 3 Sept 2019". Below the header is a navigation bar with links: "Preview & Send | Cancel | Add | Remove | Import". On the left is a sidebar menu with various options. The "SOLSMail" option is highlighted with a red box. The main content area is titled "Compose SOLSMail" and contains fields for "Recipients:", "Confirmation:", and "Subject:". The "Recipients:" field has a placeholder text "(Please click Add/Import from the toolbar)". The "Confirmation:" field has a placeholder text "@uow.edu.au (Only one email address allowed)". The "Subject:" field is empty. Below these fields is a large text area for the email body.

Click **Import**

Browse your hard drive for the file you saved

The screenshot shows the "Importer" interface in the SMP Central 5.1 web application. The URL in the browser is "smp.uow.edu.au/servlet/com.itc.smp.servlet.importer.ImportStep1Writer?ModelManager.Ti...". The page is titled "Importer" and shows "Step 1 of 2". The instructions state: "Please select the file that you wish to import. Please note that the first line of the file will be treated as column headings. Each column should be separated by tabs, and each row, by newlines." Below the instructions is a "Choose File" button and the text "No file chosen". At the bottom of the page are "Next >>" and "Cancel" buttons.

Click **Next**

Select the **Identifier Field** – that is, the column heading from your report that uniquely identifies each student record (this will always be the Student Number).


Note: if you have a student number displaying here, then the data is missing a header and this first student will not receive the message (as they become the header name instead).

smp.uow.edu.au/servlet/com.itc.smp.servlet.importer.ImportStep2Writer?ModelManager.Ti...

Importer

Step 2 of 2
The importer will now match columns it wants to import against columns in your file. The importer will try to choose the appropriate columns in your file.

Identifier Field
Please choose the column heading which uniquely identifies each student record.

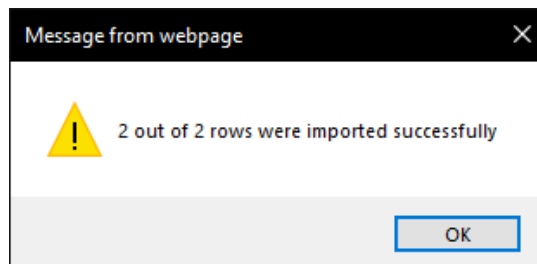
Student Nbr: 

<< Back Finish Cancel

Click **Finish** and the student numbers will be imported.

Depending on the size of the list, this may take a while. As SMP_Central times out after 30 minutes, it is a good idea to keep the lists to a size of around 1000-1500 (you can break the list down and import in batches).

A message will appear showing how many lines were successfully imported.



The Names of the students imported will be displayed in the **Recipients:** field.

Complete the message subject title and message text. Also, ensure you nominate who you would like the confirmation email sent to (this confirms the number of students the message was delivered too).

You can type up to 2000 characters (this includes spacing) in the message. You cannot include attachments in your message.

Preview & Send | Cancel | Add | Remove | Import

Compose SOLSMail

- Select Class
- Class Roll
- Define Group
- Assign Groups
- Attendance
- Define Tasks
- Task Marks
- Final Marks
- Unit Summary
- SOLSMail**
- APRs
- Consolidated Results
- Supervising
- Student Search
- Advanced Search
- Application Tracking
- Admin
- FAQ
- Logout

Recipients:

Test STUDENT (3686361)
Test STUDENT (3682653)
Test STUDENT (3685202)
Test STUDENT (3683461)
Test STUDENT (3663693)
(12 recipients)

Confirmation: @uow.edu.au (Only one email address allowed)

Subject: SOLSMail Subject

Type SOLSMail message

Please Note: To include a web link in your message, type the link within the message. For example, to include a link to www.uow.edu.au, you would type <http://www.uow.edu.au>. Email addresses in the message will be automatically converted to an email link. You are presented with a preview screen before your message is sent - This allows you to check that links are correct.

Click **Add** or **Remove** to add or remove students to/from the list of recipients. Click to highlight the students you wish to remove from the list, then click the **Remove** icon.

Click **Preview & Send** to send your message, or **Cancel** to exit without sending.

Confirmation Email

Once the SOLSMail message has been sent to the students a confirmation email will be sent to the email address you nominated. It will show all HTML coding as would appear to the student.

You can also view the SOLSMail message that has been sent to a particular student (if you have access to the Student Administration Interface – SAI) through History View in Individual Operations for Staff.

3 Sending SOLSMail using SAI

3.1 Will my username/email address be displayed?

SOLSMails sent via SAI usually don't display the username of the sender (this is dependent on the method or report used). Here is an example of a SOLSMail sent via Groups Functions > Unknown Address Maint

Confirmation page in SAI:

Sender Name	Ms Trang Nguyen
Sender Email	trang@uow.edu.au
Message Title	Address Unknown - Maintenance
Message Body	TEST TEST TEST We have received returned mail indicating that your address is invalid. Please update your current
Date to Send	18-07-2018 09:47

SOLS display to Student:

SOLSMail	18-07-2018 09:48:05 AM	TITLE: Address Unknown - Maintenance MESSAGE: TEST TEST TEST We have received returned mail indicating that your address is invalid. Please update your current mailing address.
----------	------------------------	---

Bulk messages in SAI can also display in SOLS as sent by 'Administration Staff':

SOLSMAIL HISTORY	
Category	SOLSMail
Date / Time	08-05-2018 07:08:41 PM
User Group	Administration staff
Message	TITLE: Student Services and Amenities Fee (SAF) Student Survey - Closing 18 May MESSAGE: The Student Services and Amenities Fee (SAF) Funding Priorities survey is open and will close on 18 May 2018 .

SOLSMail Confirmation Receipts are sent to the user emails used from the smp@uow.edu.au email address – this is a systems address and username.

Users should use a valid email to ensure that the receipt is received – especially in case there is a report of a failed message.

It is not recommended to use generic email addresses with an auto reply as it 'bounces' auto replies back and forth. E.g. askuow@uow.edu.au was used in the past and created tickets in RT/Student CRM queues on auto reply unnecessarily. Using a staff email is recommended for the SOLSMail receipts and the email address is not visible to students in most cases.

3.2 To an individual student

Individual Operations for Staff History Addition

Refer to the notes in SAI Menu Summary for details on using the History Addition function
<http://documents.uow.edu.au/content/groups/public/@web/@stusys/documents/doc/uow185228.pdf>

Once the message has been created in History View, you can view the SOLSMail message by clicking on History View in Individual Operations for Staff.

3.3 To a list of student numbers

Group Functions History Addition

Refer to the notes in the SAI Menu Summary for details on using this function
<http://documents.uow.edu.au/content/groups/public/@web/@stusys/documents/doc/uow185228.pdf>

3.4 To a group of students you have retrieved using reports in SAI

Many of the reports in SAI have a SOLSMail option to enable staff to send a message to those students they have retrieved in the report.

Log into the Student Administration Interface or see the instructions directly at
<http://documents.uow.edu.au/content/groups/public/@web/@stusys/documents/doc/uow130718.pdf>

Example:

Report System Course Status Report

The Course Status Report enables you to generate a list of students based on selection criteria such as course status, course type and campus. You can also choose to Include Contact Details and/or to Include SOLSMail Option

To send a SOLSMail message to those students retrieved in the report **make sure to select YES from the drop down menu in the Include SOLSMail Option field.**

Click **Submit**.

COURSE STATUS REPORT

Selection Criteria:

Select Course Status:

Active
Cancelled
Complete
Corrected
Deleted
Discontinued
Excluded

Select Course Type:

Postgraduate Diploma-extends s&n (07)
Bachelor's Graduate Entry (08)
Bachelor's Honours (09)
Bachelor's Pass (10)
Graduate Certificate (11)
Doctorate by Coursework (12)
Associate Degree (13)

Select Course Code (Optional):

888

Select Campus:

Adelaide
Australian Command and Staff College
Batemans Bay
Bega
Contract specific (Aus)
Goulburn
Innovation Campus

Select Default Billing Type (Optional):

All

Select Student Type (Optional):

All

Select Report Output Type:

HTML

(Note: Report Output Type will default to Excel if the number of records is greater than 5000 for HTML)

Supplementary Information:

Include Major/Minor Details:

No

Include Course Details:

No

Include Contact Details:

No

Include SOLSMail Option:

Yes

Select the students that the message should go to. All students are selected by default:

COURSE STATUS REPORT - DETAILS

Selected Course Status: Active

Selected Course Type: Bachelor's Graduate Entry

Selected Course: 888 Bachelor of Medicine Bachelor of Surgery

Selected Campus: Adelaide , Australian Command and Staff College , Batemans Bay , Bega , Contract specific (Aus) , Goulburn , Innovation Campus , Shoalhaven , Southern Highlands , Southern Sydney , Sydney , Wollongong

Selected Student Type: All

Selected Default Billing Type: All

Report date: 19/11/2015 15:16:51

#	Student	Course Instance	Course Faculty	New Faculty	Stream	Campus	Delivery Method	Course Status	Course Type	CS5 Scheme	Course Default Billing Type	Enrolled	Student Type	Title	First Name	Middle Name	Last Name
<input checked="" type="checkbox"/>																	
<input checked="" type="checkbox"/>																	
<input checked="" type="checkbox"/>																	
<input checked="" type="checkbox"/>																	
<input checked="" type="checkbox"/>																	
<input checked="" type="checkbox"/>																	

On the results screen, click the **Create SOLSMail** button at the bottom of the page. The following screen will appear with a default message title "Course Status Report".

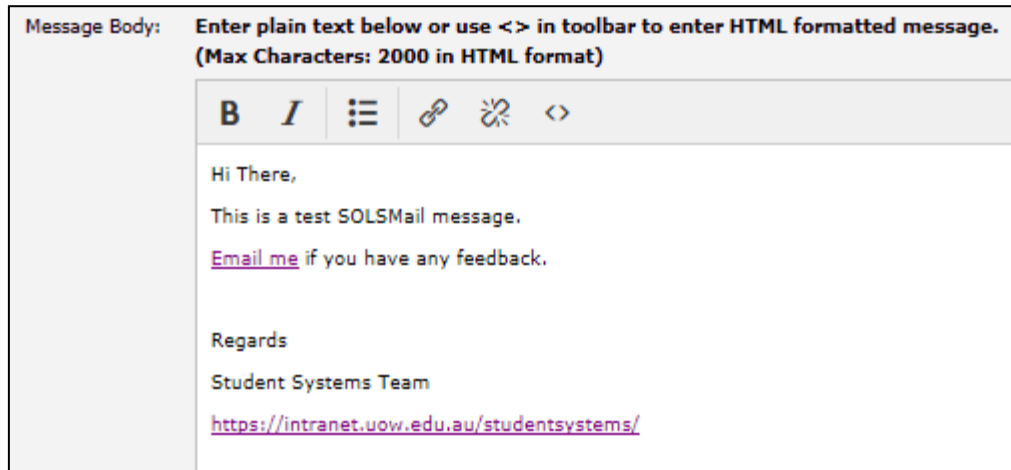
Amend the message title and message body accordingly.

COURSE STATUS REPORT - CREATE SOLSMail	
Message Details: Recipients: 309 Sender Name: <input type="text" value="Ms Trang Nguyen"/> Sender Email: <input type="text" value="trang"/> @uow.edu.au Message Title: <input type="text" value="Course Status Report"/> Message Body: Enter plain text below or use <> in toolbar to enter HTML formatted message. (Max Characters: 2000 in HTML format)	
<div> <div> <div>B</div> <div>I</div> <div>☰</div> <div>🔗</div> <div>🗑️</div> <div><></div> </div> <div></div> </div>	
<div>Preview</div>	
Date to Send: <input type="text" value="19-11-2015"/> (dd-mm-yyyy) <input type="text" value="16"/> (hh) <input type="text" value="19"/> (mi)	
<div>Continue</div>	

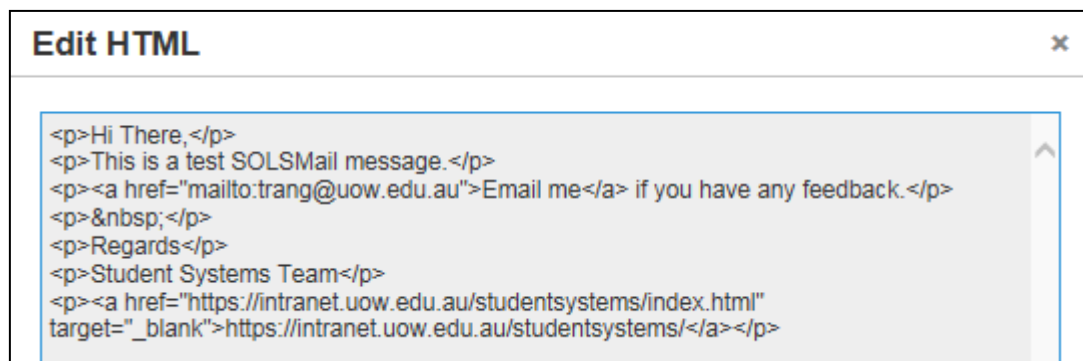
Complete the Message Title and Body. You can type up to 2000 characters (this includes spacing and html formatting) in the message. You cannot include attachments in your message. However, you can include a HTML web link.

Use the HTML wizard to formulate your message:

- Bold (appears as or in source code)
- Italics (appears as or <i> in source code)
- Bullets (appears as in source code)
- Insert/Edit/Remove links (appears as <a href> in source code)
- View/Edit source code



You can use the pre-existing buttons or amend your message via the source code button (< >). E.g. to add email links or ordered list links (refer to HTML Notes in 7. Using HTML)

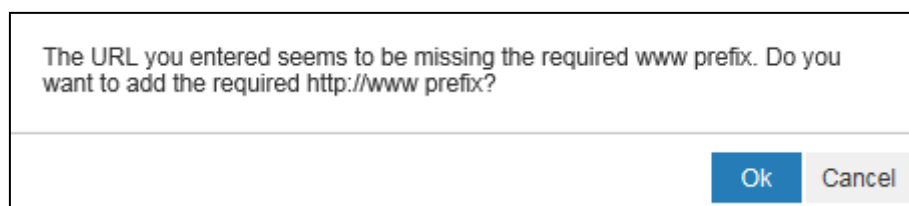


To Save amendments, press Ok.

To cancel amendments/view, press Cancel.

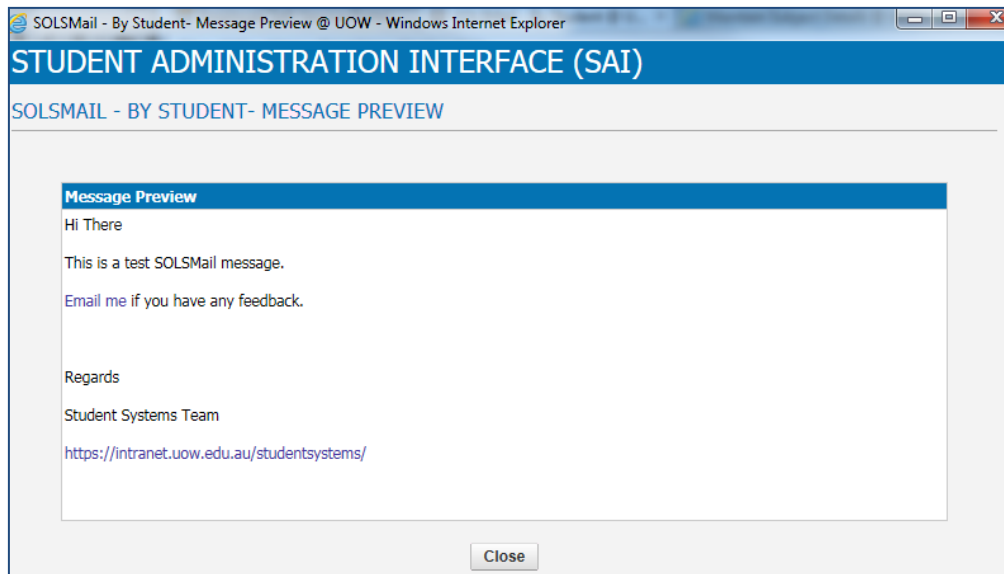
If users add a hyperlink to your message, the HTML wizard will assess your link and suggest a **http:** and/or **www.** Prefix. Users must review their links to see if the <https://www> is required or not.

e.g., <https://intranet.uow.edu.au> is a valid link that does not need www added



Okay to **Accept** the suggestion, **Cancel** to Ignore.

You can Preview your message to test your links are working and opening in new windows etc:



Select the Date and Time for the SOLSMail to be sent and click **Continue**

A SOLSMail Confirmation screen will appear and the total number of recipients will be listed.

COURSE STATUS REPORT - SOLSMAIL - CONFIRMATION	
Total Recipients: 309	
Sender Name	Ms Trang Nguyen
Sender Email	trang@uow.edu.au
Message Title	Course Status Report
Message Body	This is a test SOLSMail message for the Course Status Report results for course 888
Date to Send	19-11-2015 16:19
<div>Submit Cancel</div>	

Click **Submit** to send the message.

The Course Status Report page will refresh when the message has been sent.

NOTE: Default time will be an hour from current time – amend if message is to be sent earlier.

Batch SOLSMails are released every 15 minutes by the system and a receipt will be delivered to the 'Sender email' address.

See section 4 below to force instant send or deleting instructions.

To view the SOLSMail message has been sent go to Report System – Batch SOLSMail. Only certain users have access to this feature in SAL.

If you don't have access to Report Systems > Batch SOLSMail (Limited SSD staff), call systems team on 4221 5983 within 10 minutes to delete the message before it is released.

The Mail Status indicates whether the message has been sent or not (some messages are scheduled to be sent later in the day, other messages are picked up in the next job which runs **every 15 minutes**). It will initially appear as 'to be sent' and once your message has been sent it will state "sent successfully on date/time".

If you click on the 'Report' button you can view a list of the student numbers the message was sent to and check to see if it was sent successfully or unsuccessfully to an individual student.

If a message that is scheduled to be sent needs to be sent urgently, click the check box 'to Send', scroll down to the bottom of this screen and click 'Send'.

5 Where Can I Get Help?

Bulk SOLSMail message requests can be made by contacting the Student Communications Coordinator current-student-communications@uow.edu.au

Student numbers should be provided by staff requesting the bulk SOLSMail messages.
You can use SMP systems to report on numbers, or refer to help below:

- For help with student numbers lists of your cohort, contact Info Mgmt Unit (IMTS) https://uowedu.service-now.com/ess/imu_info_req.do
- For help with SOLSMail functions in SMP, Lodge a ticket in our ServiceNOW Portal <https://servicedesk.uow.edu.au/ssd>
- For help with Events @ UOW services, email events@uow.edu.au

6 Using HTML

SMP_Central does not accept HTML coding (it will show coding to the student if you try). For SMP_Central, just paste in the full link or full email address and it will convert.

Users should use the HTML wizards in SAI to generate their messages.

To help users understand the HTML codes used, below are some notes to explain and suggestions for common links and formatting seen in SOLSMail messages.

<P> new paragraph </P>	<U> underline </U>
 line break </BR>	 italics
 bold 	<CENTER> center </CENTER>

When including a weblink or PDF link in a SOLSMail to a student, it is recommended that a user creates the link so it opens in a 'new tab' or 'new window'. Students are reluctant to click on a link that will override their current SOLS page.

To do this, ensure that you have the script **target="_blank"** anywhere inside your <a>

```
<p><a target="_blank" href=http://www.uow.edu.au/>http://www.uow.edu.au/</a></p>  
<p><a href=http://www.uow.edu.au/ target="_blank">http://www.uow.edu.au/</a></p>
```

These are the same and will both open a new window.

For PDFs

```
<a href=https://staff.uow.edu.au/content/groups/public/@web/@stusys/documents/doc/uow095571.pdf  
target="_blank">How to send a SOLSMail (PDF)</a>
```

HMTL link Examples

HTML link where user clicks on the weblink they see

```
<p><a href=http://www.uow.edu.au/>http://www.uow.edu.au/</a></p>
```

HTML link where user clicks on the text/name of the page

```
<p><a href=http://www.uow.edu.au/>Linked Webpage name</a></p>
```

Email Link Examples

Normal email link (to open the user's email wizard)

```
<p><a href=mailto:bob@uow.edu.au>bob@uow.edu.au</a></p>
```

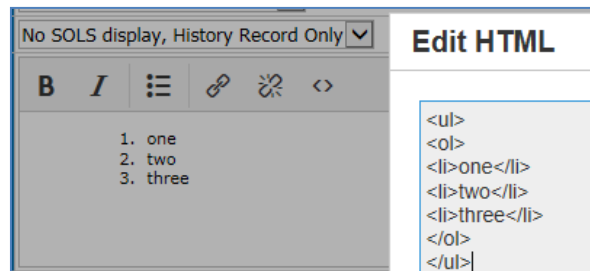
Email with Predefined Subject header, e.g. "Student Enquiry"

```
<p><a href="mailto:bob@uow.edu.au? Subject=Student%20Enquiry">Email Enquiry</a></p>
```

Numbered list Example

The wizard will create an unordered list with the bullet points and

Add and inside the and to order your list:



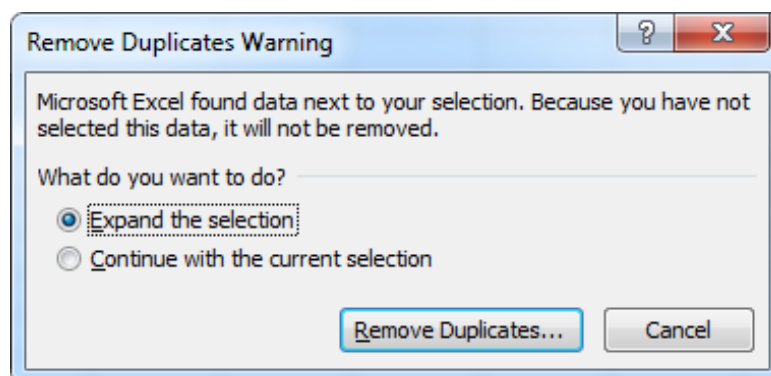
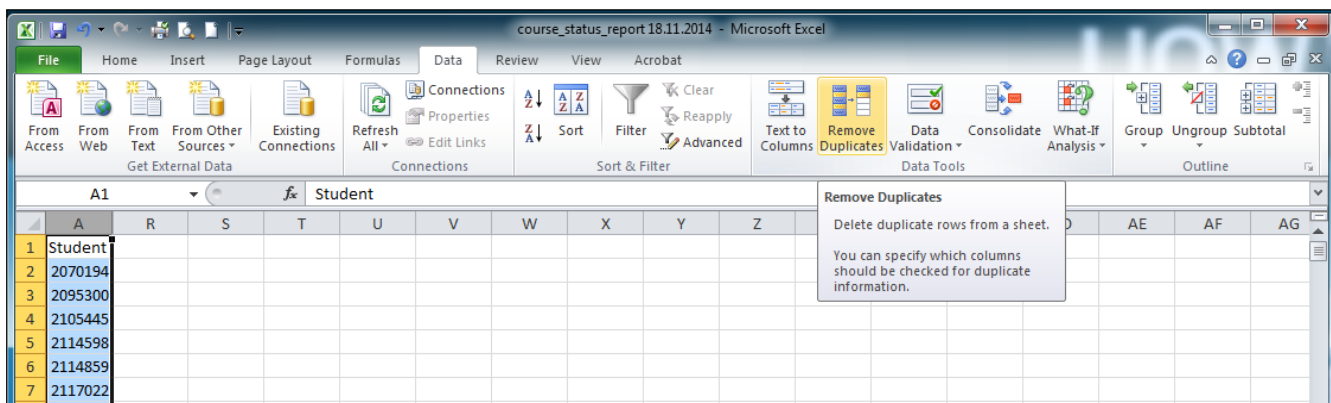
7 Removing Duplicate Student Numbers

Microsoft Office - Data ribbon > Remove Duplicates button

To ensure there are no duplicate student numbers in a file you can remove duplicates in your data with the **Remove Duplicates** button in Excel 2010 and Excel 2016:

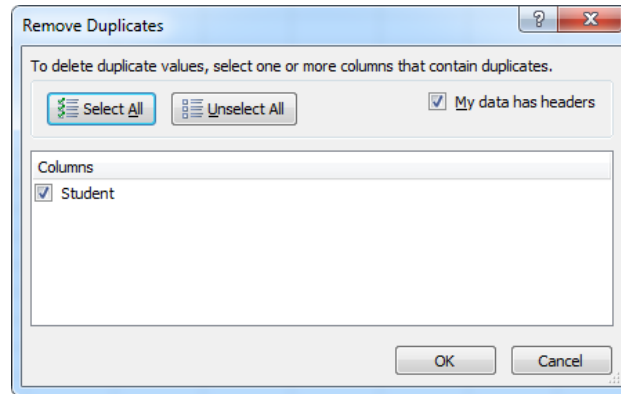
Select the list of student numbers.

Click the **Data** menu and then **Remove Duplicates**

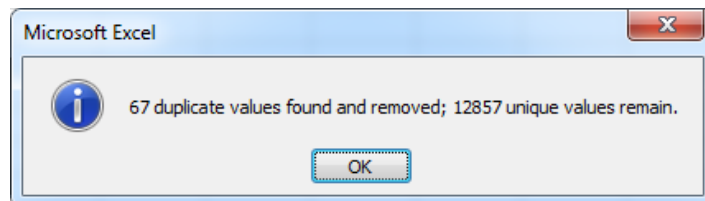


Where there is more than just one column, you can expand the selection to remove all duplicated rows.

Confirm the column header to remove duplicates from:



Confirmation will appear:



APPENDIX – Additional information for delegated SSD staff members

A – Sending a SOLSMail to large cohorts

REMINDER: SOLSMail is not intended as a vehicle for general advertising purposes.

There are two ways to send a SOLSMail message using SAI Group Functions:

- SOLSMail – By Selection (select recipients by student type, course type, campus, course status etc)
- SOLSMail – By Student (using a list of student numbers)

Refer to the SAI Menu Summary for detailed information on using these functions or directly:

By Selection:

<http://documents.uow.edu.au/content/groups/public/@web/@stusys/documents/doc/uow130587.pdf>

By Students:

<http://documents.uow.edu.au/content/groups/public/@web/@stusys/documents/doc/uow130588.pdf>

Version Control Table

Version Control	Date Released	Approved By	Amendment
1.0	070314	Stefanie Gaspari - Student information system Support Officer – ARD Student Systems	First Released Version
2.0	090916	Sharyn Briard – Student Systems Specialist – ARD	2009 Review
3.0	110818	Debbie Sartori – Senior Manager ARD – Student Systems	2011 Review
4.0	141210	Debbie Sartori – Senior Manager Student Services Division – Student Systems	2014 Review Remove ARD References Changes to SOLSMail for SAI-SOLS V2.2.0 release Reviewed notes and updated screen dumps
5.0	150722	Trang Nguyen – Specialist, Student Systems – Student Services Division	2015 review in light of new Mobile SOLS and best practice coding.
6.0	151123	Trang Nguyen – Specialist, Student Systems – Student Services Division	SAI-SOLS V2.7.0 – changes to include HTML Wizard Updated images Added HTML Notes as per SOLSMail Manual
7.0	180718	Trang Nguyen – Student Systems Officer, Student Systems – Student Services Division	Branding update (logo, format, fonts and contacts) Added notes re SMP_Central email display Added notes re SAI sender & screenshots Amended contact for Std Comm Coordinator to generic email Added note re not using email accounts like askuow@uow.edu.au as bounce back to smp@uow.edu.au Removed reference to contact smp@uow.edu.au Amended footer URL
8.0	191114	Luke Davies – Student Systems Officer, Student Systems – Student Services Division	Major Review Removed all reference to SOLS Bulletin Board as it is no longer available. Removed Reference to UOW Events Calendar Updated Help information from smp@uow.edu.au to ServiceNOW Removed 8.2 Microsoft Office 2007: Excel Advanced Filter as Microsoft Office 2007 has not been supported since October 2017
9.0	211124	Adeola Lawal – Student Systems Officer, Student Systems – Student and Accommodation Services Division	Replaced the incorrect hyperlinks that refers to a different document for the SOLSMail By Selection and SOLSMail By Student procedures Updated SSD references to SASD
10.0	20230220	Trang Nguyen – Student Systems Analyst, Student Systems – Student Admin Division	Updated text example of email sent to std if they don't log in after 24 hours. And updated images of SOLSMail Homepage after message updated by Student Communications team. Updated note re use of queue related email addresses not recommended for SOLSMail receipts. Fixed incorrect QA number on contents page from PRO-026 to MAN-001 and SASD restructure.
11.0	20230529	Trang Nguyen – Student Systems Analyst, Student Systems – Student Admin Division	SAI 3.30.0 release: - Unread SOLSMails now appear in the SOLS Homepage table as well as the SOLSMail History (as Unread) where students can mark as Read