UNIVERSITY
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AUSTRALIA

Student Administration Services Division – Student Systems

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

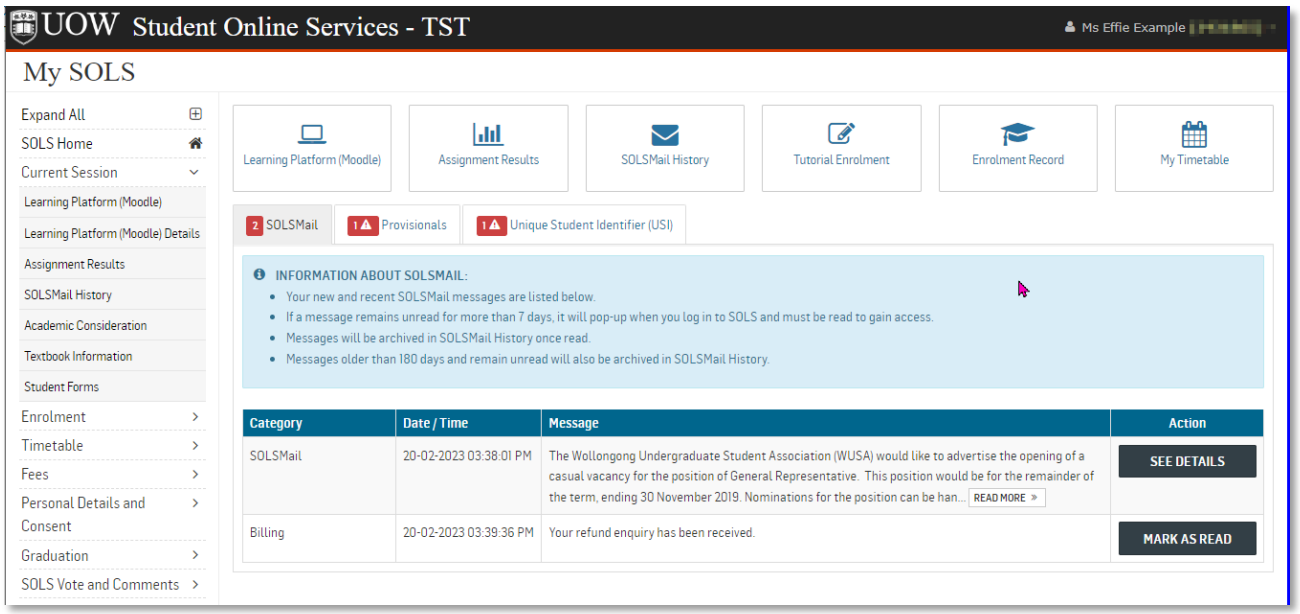
Prior to 2014, a student could only re-read SOLSMail messages for certain categories, they could only choose one category at a time to view, and they couldn't enter a date range to find messages.

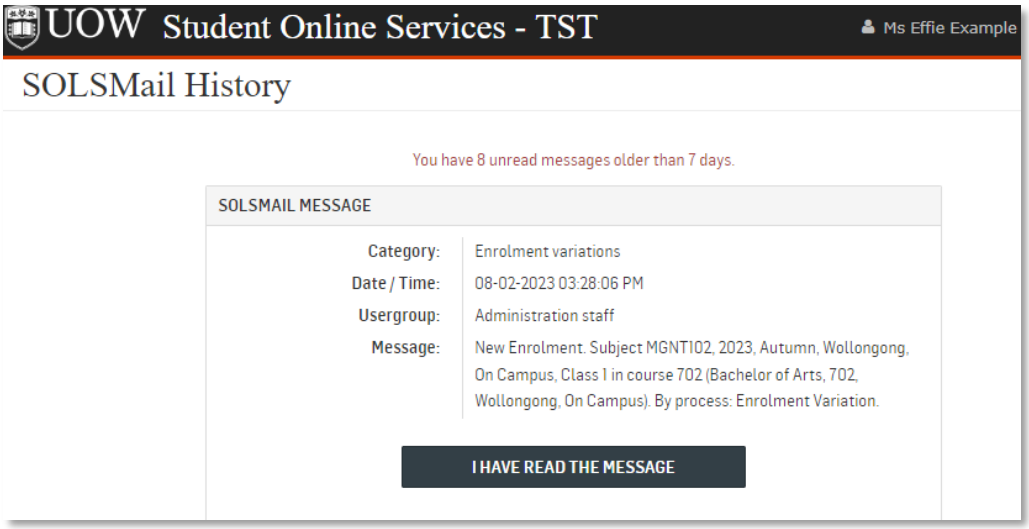
The following changes were made to SOLSMail History on the 9th Dec 2014:

- 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.



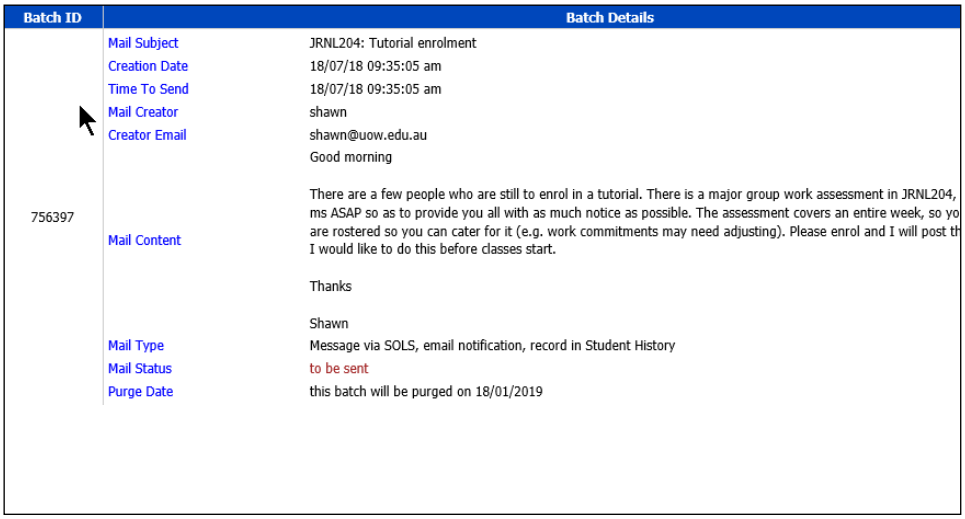


Messages older than 7 days are treated as urgent messages and students have to click that they have read each message before they are able to access the SOLS Home page and Main Menu.

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.



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

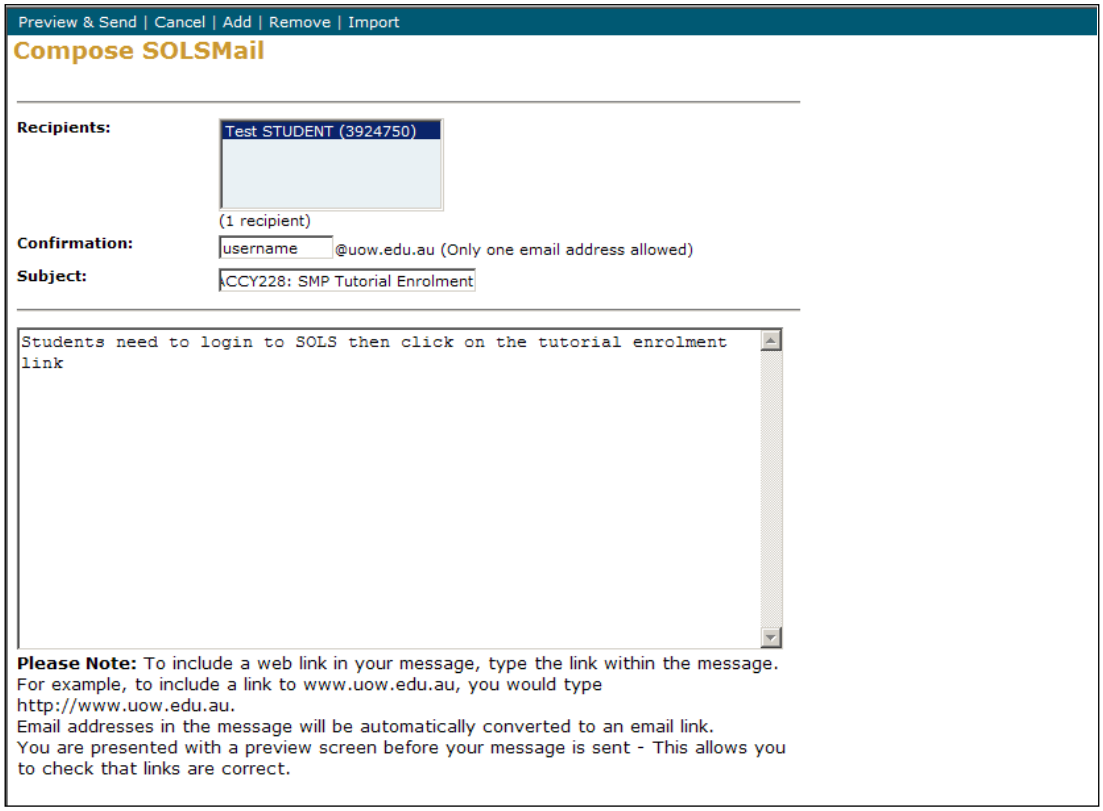
from the top menu to create the message

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 (<b>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



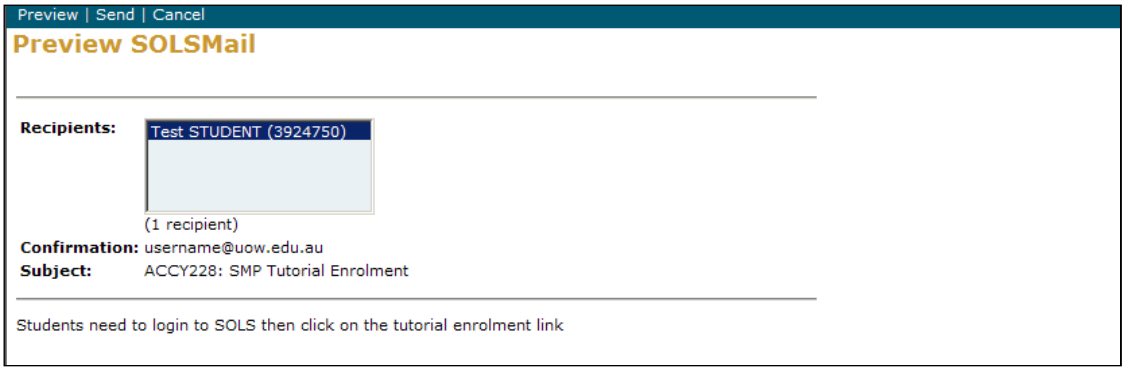
Step 4

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.



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)

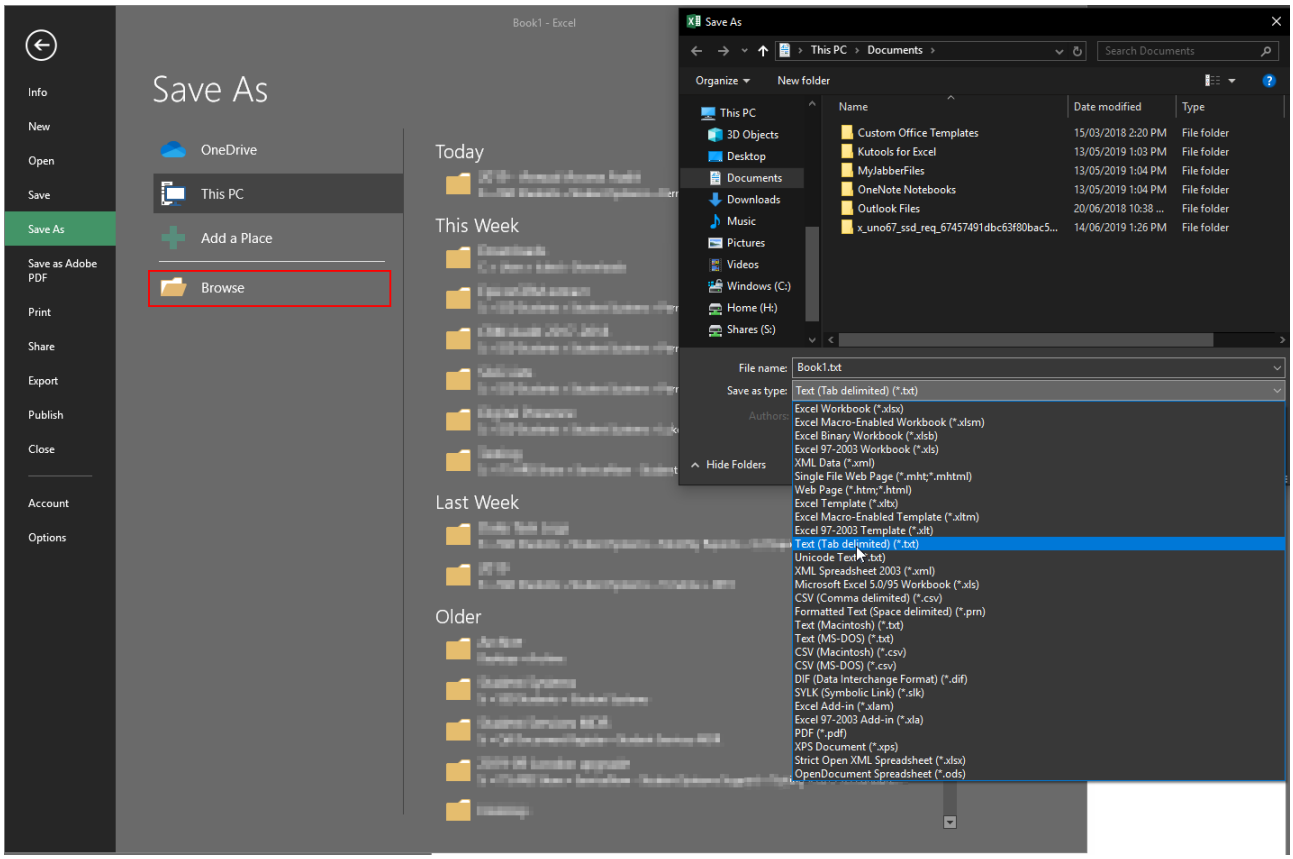
(NOTE: All files exported from SMP_Central default to a .tdf file type. To open these files in excel, see the guides listed in the table below or contact IMTS on x3000)

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:

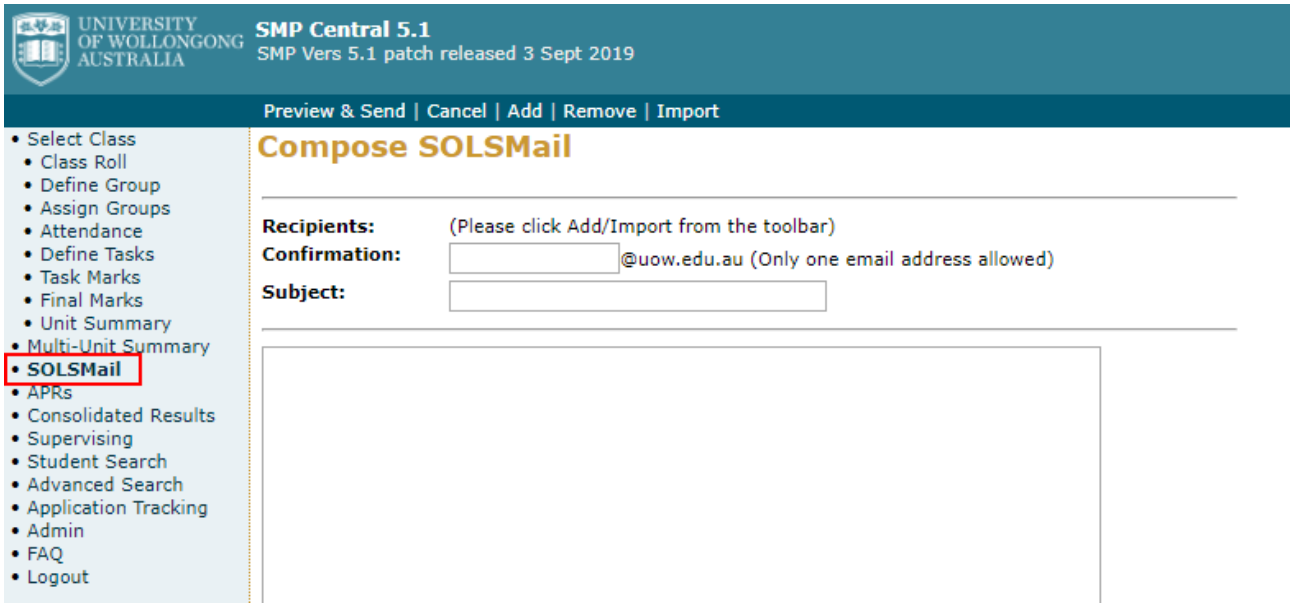
- Include a header in their student list to prevent the first student number becoming the 'header' (and consequentially, this first student number not receiving the message.
- Ensure there are no invalid or duplicate student numbers on the list, or you will receive an error when you are importing the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



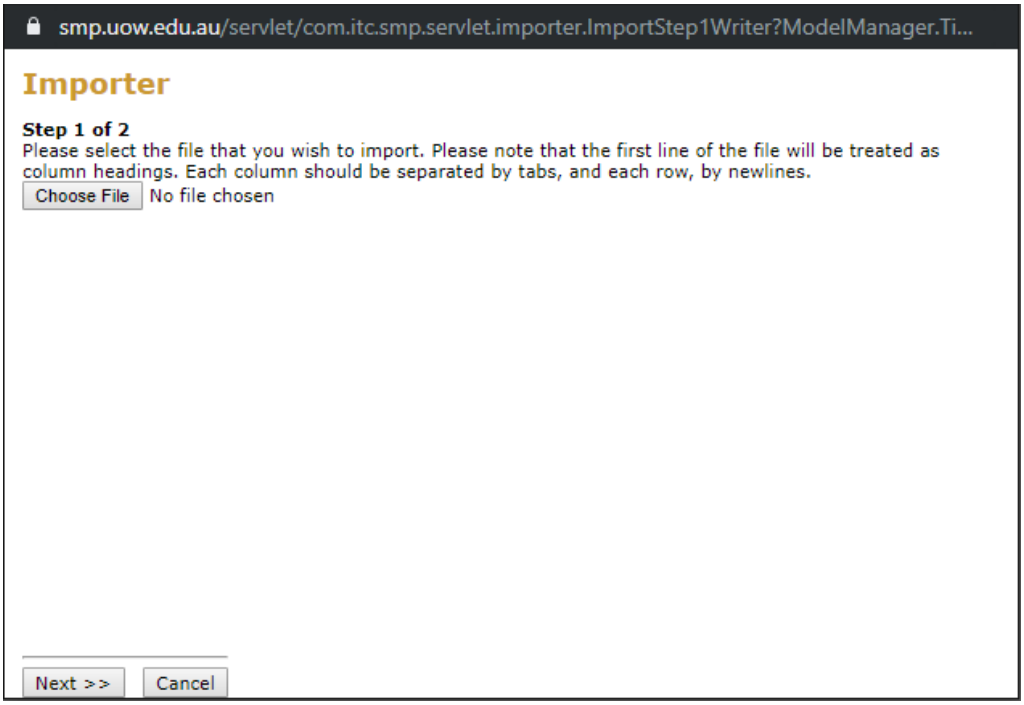
Log into SMP_Central using your email username and password.

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



Click

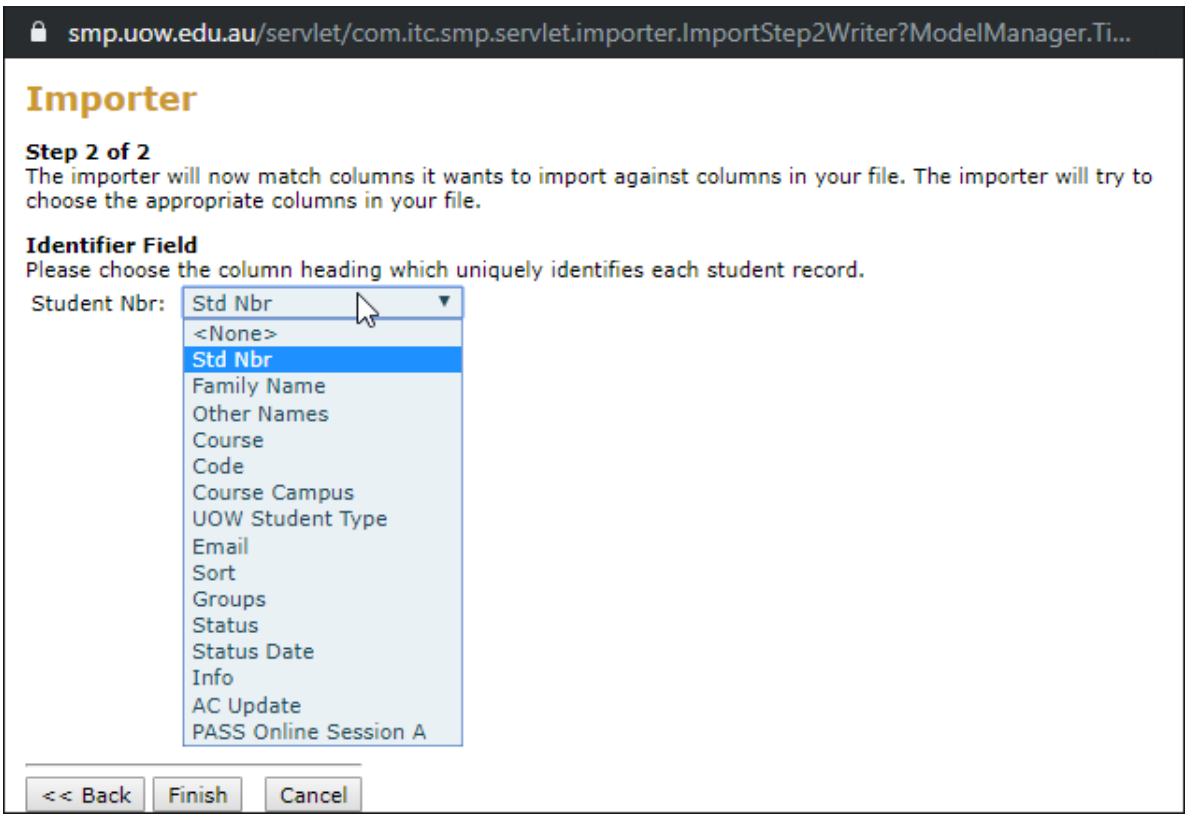
Browse your hard drive for the file you saved



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).

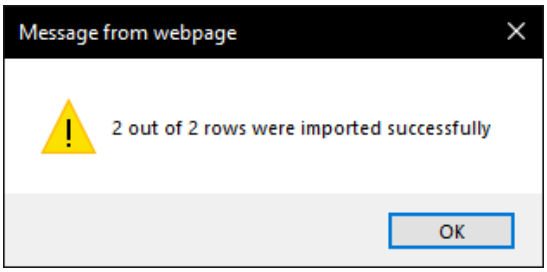
Note: if you have a student number displaying here, then the data is missing a header and this first student will not receive the message (as they become the header name instead).



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).

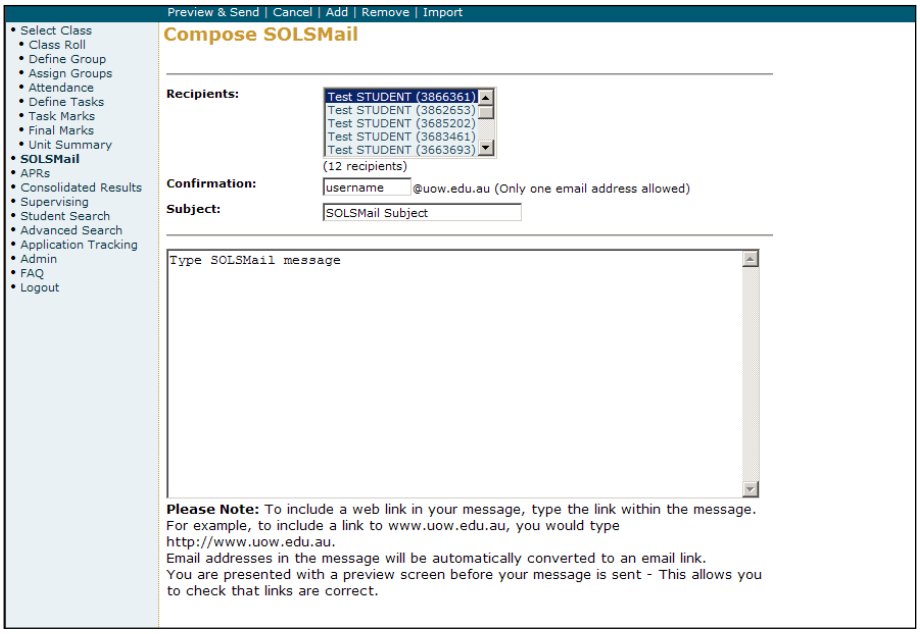
A message will appear showing how many lines were successfully imported.



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.



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.

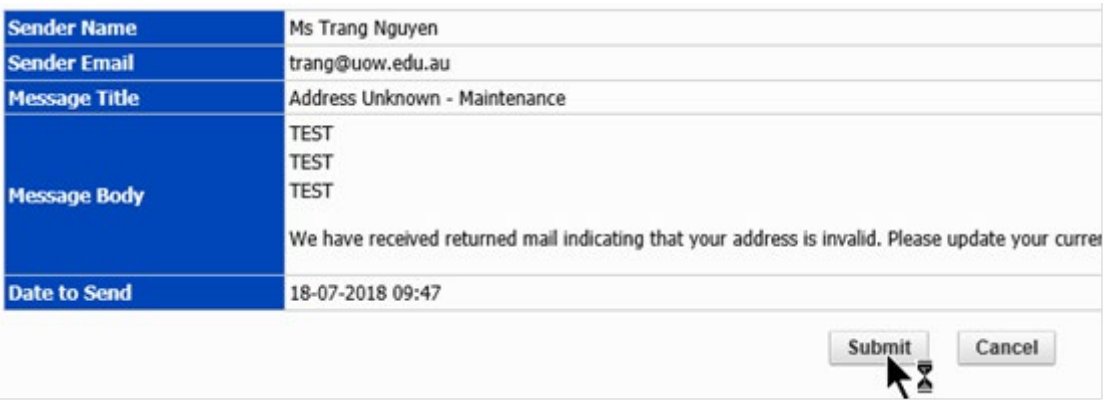
You can also view the SOLSMail message that has been sent to a particular student (if you have access to the Student Administration Interface – SAI) through History View in Individual Operations for Staff.

3 Sending SOLSMail using SAI

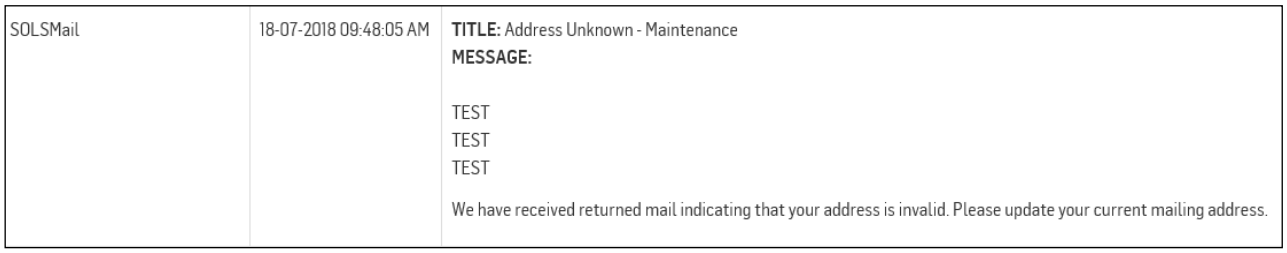
3.1 Will my username/email address be displayed?

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

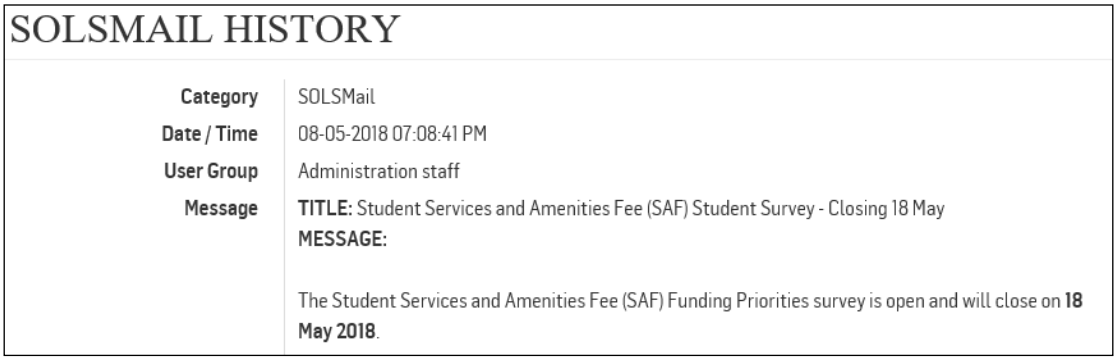
Confirmation page in SAI:



SOLS display to Student:



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



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

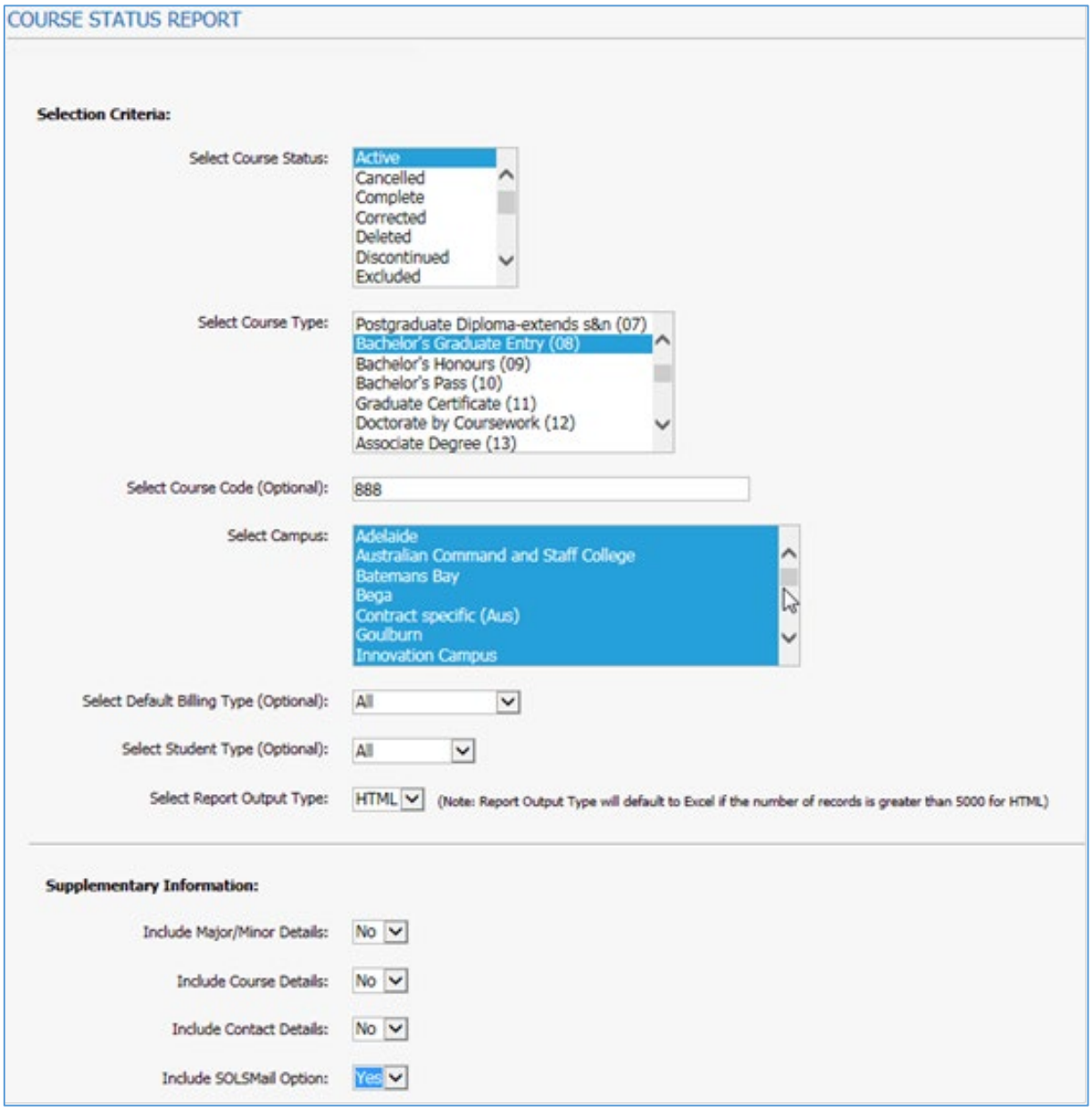
Example:

Report System
Course Status Report

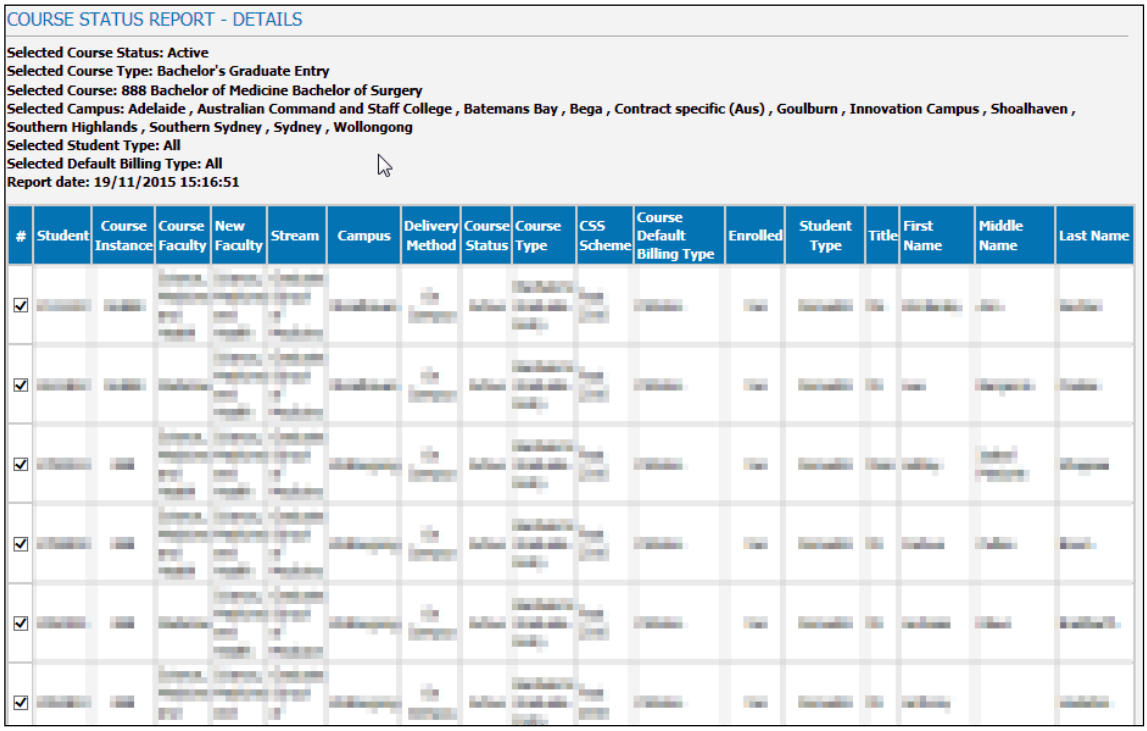
The Course Status Report enables you to generate a list of students based on selection criteria such as course status, course type and campus. You can also choose to Include Contact Details and/or to Include SOLSMail Option

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**.

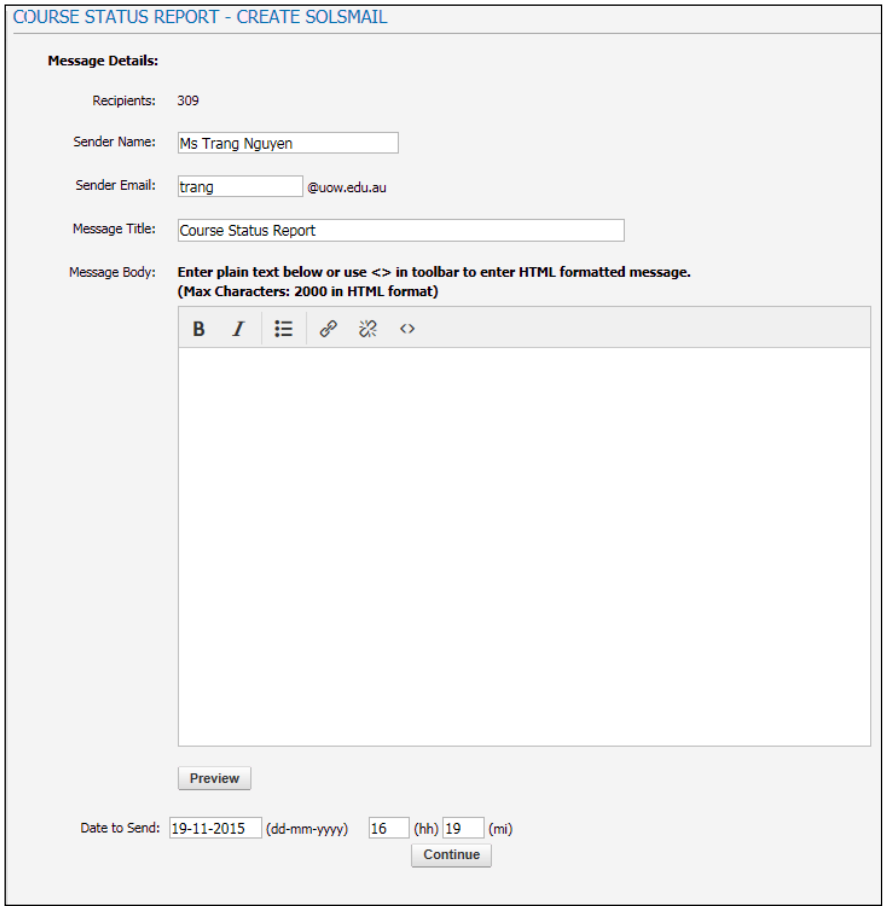

COURSE STATUS REPORT
Selection Criteria:
Select Course Status:
Active
Cancelled
Complete
Corrected
Deleted
Discontinued
Excluded
Select Course Type:
Postgraduate Diploma-extends s&n (07)
Bachelor's Graduate Entry (08)
Bachelor's Honours (09)
Bachelor's Pass (10)
Graduate Certificate (11)
Doctorate by 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:



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”.

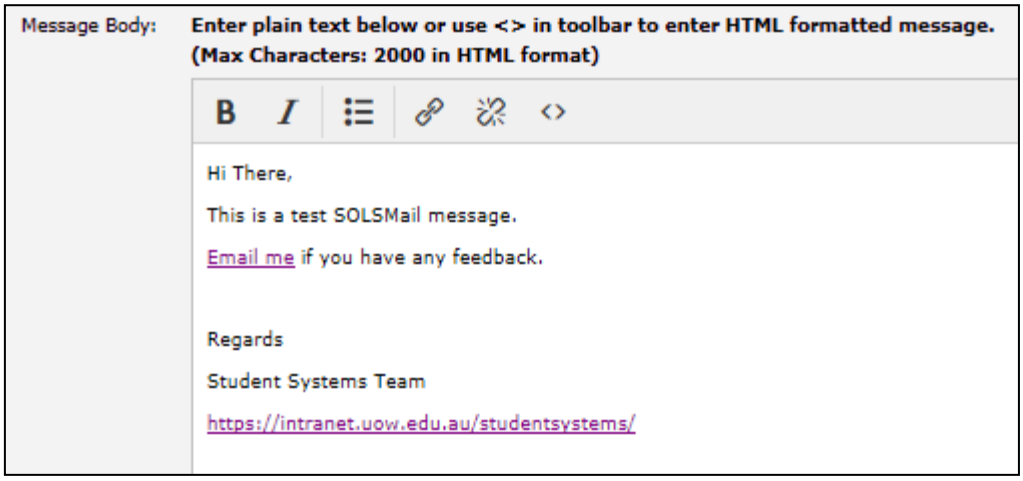
Amend the message title and message body accordingly.



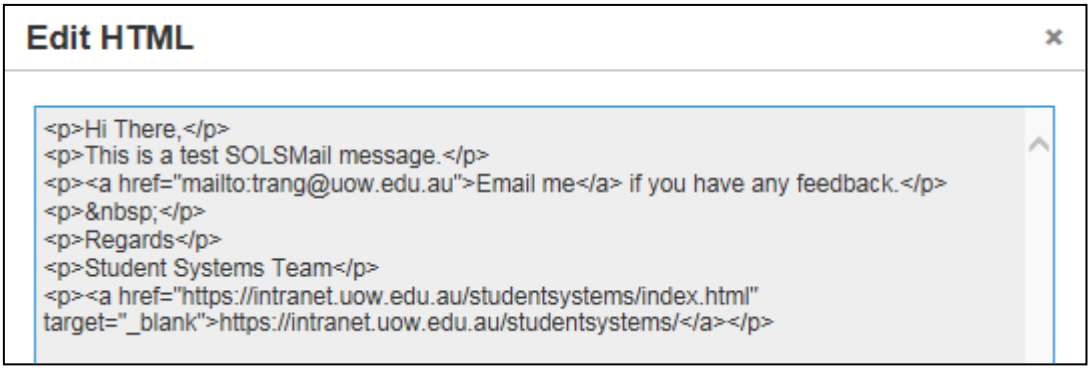
Complete the Message Title and Body. You can type up to 2000 characters (this includes spacing and html formatting) in the message. You cannot include attachments in your message. However, you can include a HTML web link.

Use the HTML wizard to formulate your message:

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



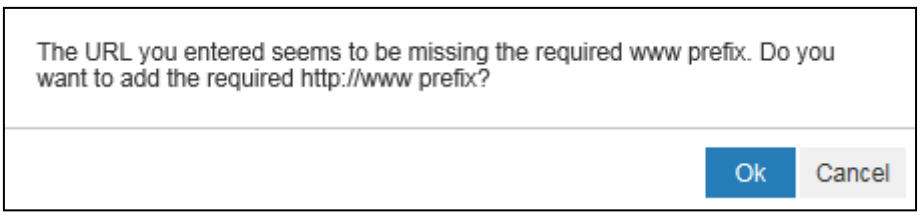
You can use the pre-existing buttons or amend your message via the source code button (< >). E.g. to add email links or ordered list links (refer to HTML Notes in 7. Using HTML)



To Save amendments, press Ok.
To cancel amendments/view, press Cancel.

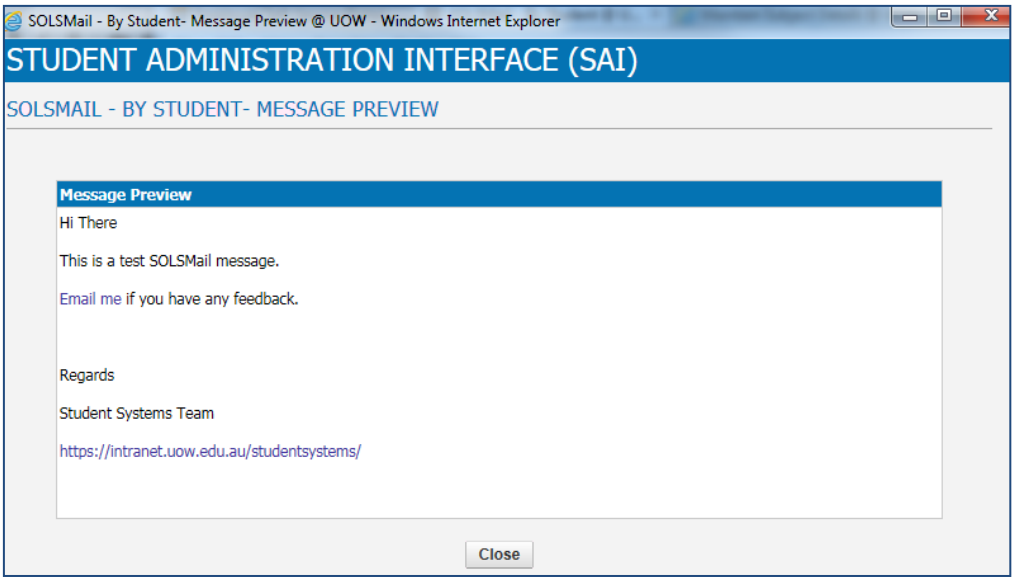
If users add a hyperlink to your message, the HTML wizard will assess your link and suggest a ***http:*** and/or ***www.*** Prefix. Users must review their links to see if the https://www is required or not.

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



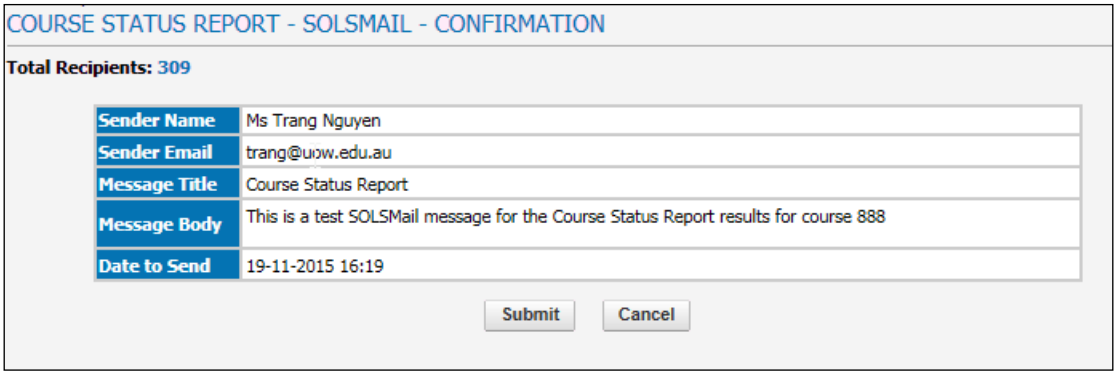
Okay to **Accept** the suggestion, **Cancel** to Ignore.

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.



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.

4 Batch SOLSMail Report

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

This report shows the previous 10 SOLSMail messages (by default) sent and the details of each message. You can also do a search by Creation Date and/or Email Batch ID to find a message.

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.

4.1 Batch SOLSMail Urgent Send

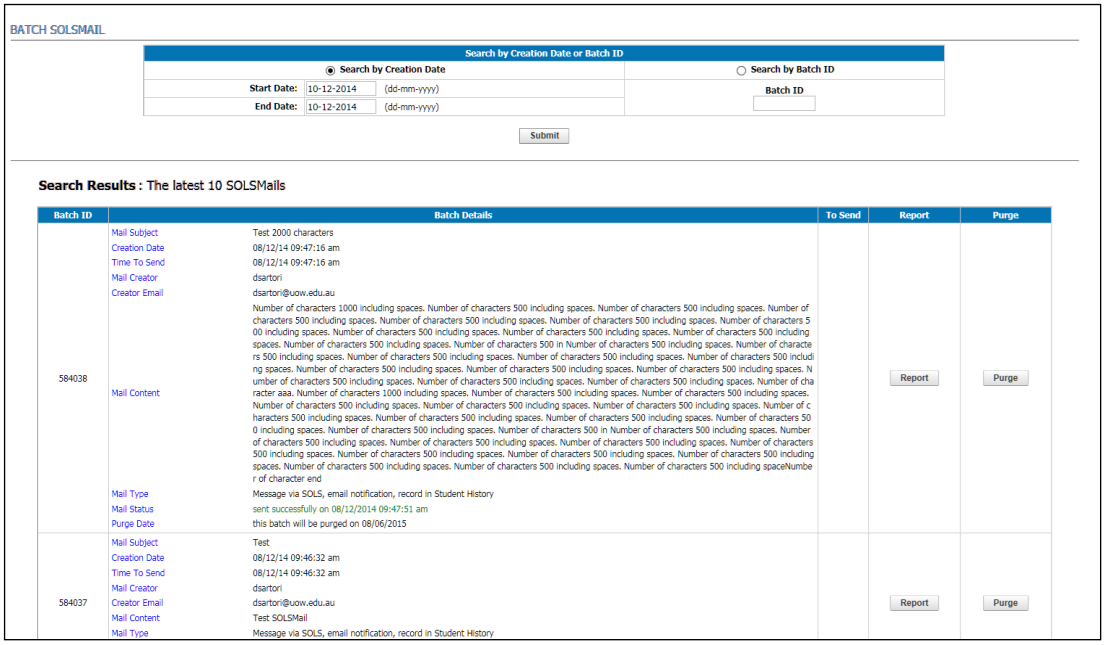
The Mail Status indicates whether the message has been sent or not (some messages are scheduled to be sent later in the day, other messages are picked up in the next job which runs **every 15 minutes**). It will initially appear as 'to be sent' and once your message has been sent it will state "sent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

Users can tick 'to send' column and hit **Send** button below to send out messages earlier then the next batch.

4.2 Batch SOLSMail Delete

If you click on the 'Purge' button, you can **delete** a message before it is sent.

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.



IMPORTANT NOTE:

When using the Creation Date and/or Email Bath ID fields to find a message DO NOT ENTER LARGE SEARCHES (that is, large date ranges) as this will cause excessive load on the system.

Some searches may take a few minutes to load. Once you have clicked the 'Search' button DO NOT CLICK SEARCH AGAIN to re-load the report as this will also place great load on the system.

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>

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

http://www.uow.edu.au/

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

For PDFs
How to send a SOLSMail (PDF)

HMTL link Examples
HTML link where user clicks on the weblink they see

http://www.uow.edu.au/

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

Linked Webpage name

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

bob@uow.edu.au

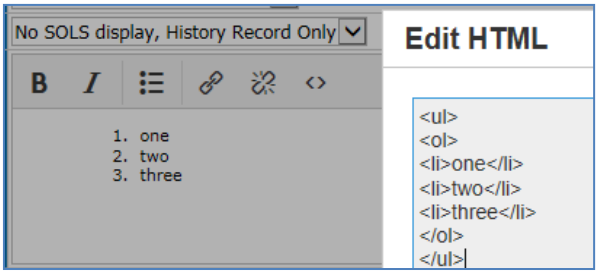
Email with Predefined Subject header, e.g. "Student Enquiry"

Email Enquiry

Numbered list Example

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

Add <ol> and inside the and to order your list:



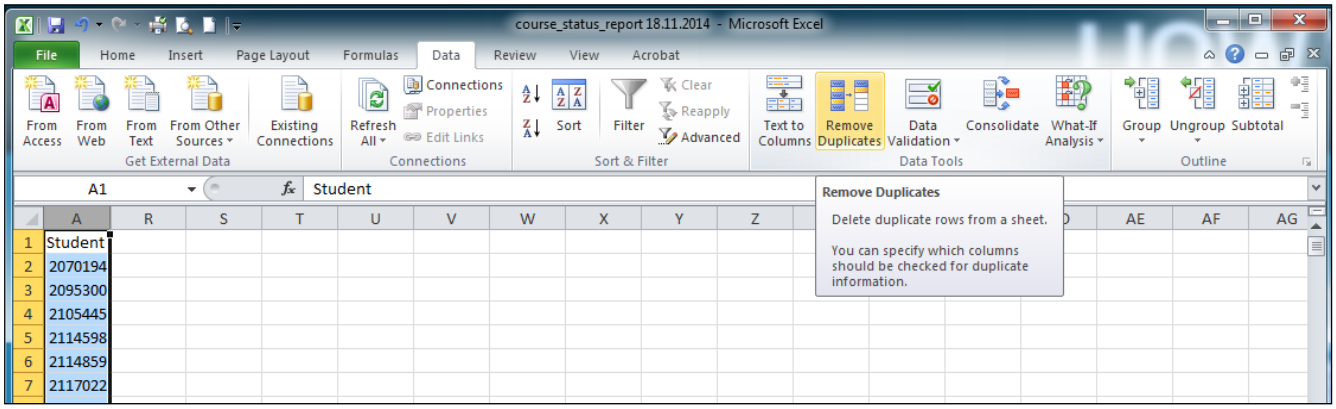
7 Removing Duplicate Student Numbers

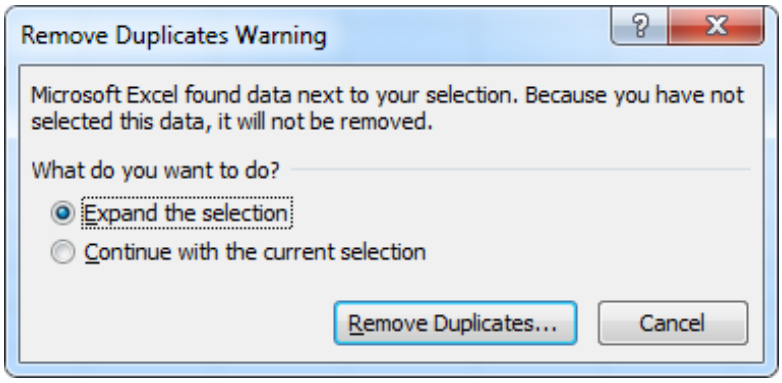
Microsoft Office - Data ribbon > Remove Duplicates button

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.

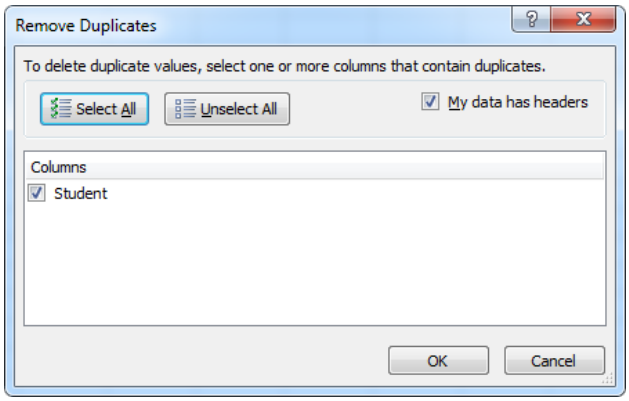
Click the **Data** menu and then **Remove Duplicates**



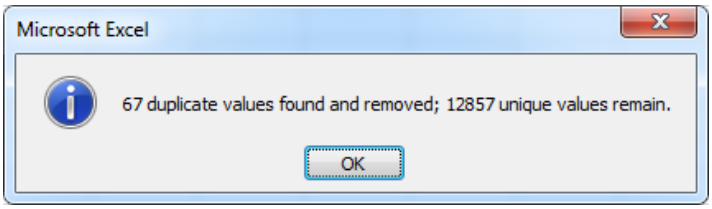


Where there is more than just one column, you can expend the selection to remove all duplicated rows.

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