Communication and Privacy

The Communication Centre is a centralized feature in Bsharp Converse that allows admins to send emails and in-app notifications to users.

- Communication Centre
- Privacy

Communication Centre

1. Overview

The Communication Centre is a centralized feature in Bsharp Converse that allows admins to send emails and in-app notifications to users. It helps organizations communicate important updates, reminders, and announcements to the right audience at the right time. Messages can be targeted based on modules, forms, or specific users, ensuring relevant and effective communication.

2. When to Use

Use the Communication Centre when you want to:

- Send **email communications** to users
- Send **in-app notifications** for quick updates
- Remind users about **pending modules or forms**
- Notify selected users or **all users** at once
- Share urgent or time-sensitive information
- Track communication status (Draft / Successful)

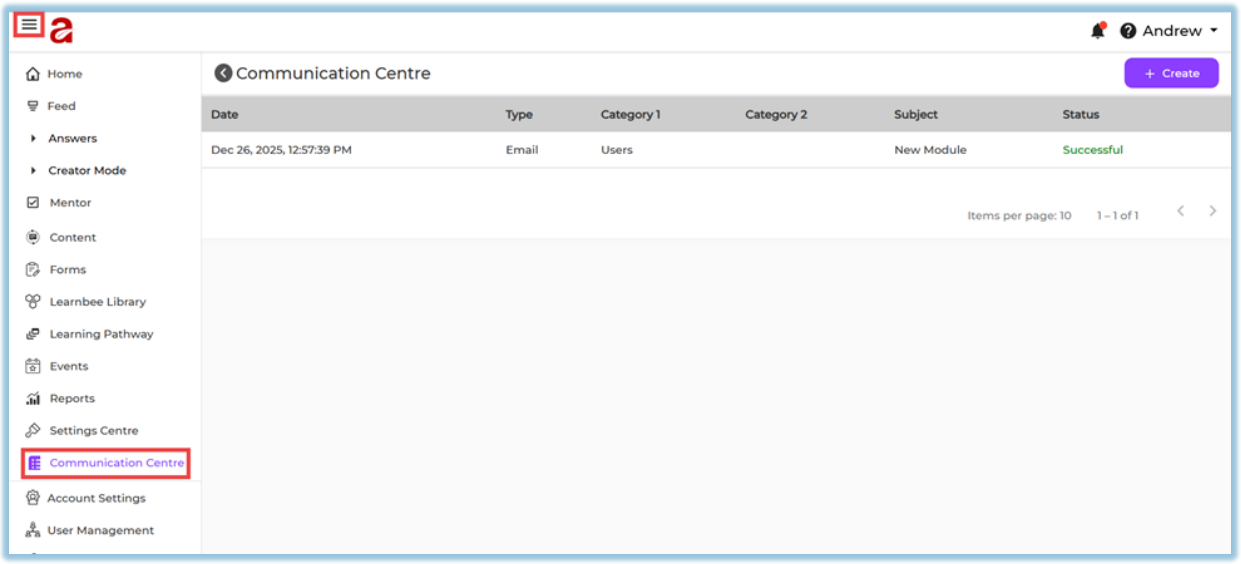
3. Concepts

- **Communication Centre** – A hub to manage all email and notification communications
- **Email** – Sends messages to users' registered email addresses
- **Notification** – Sends in-app notifications visible inside the platform
- **Sender Name** – Name shown to users as the message sender
- **Subject / Notification Title** – Headline of the communication
- **Message Body** – Main content of the email or notification
- **User Selection** – Method used to choose recipients
- **Draft** – Saved communication not yet sent
- **Successful** – Communication successfully delivered

4. Set Up Guide

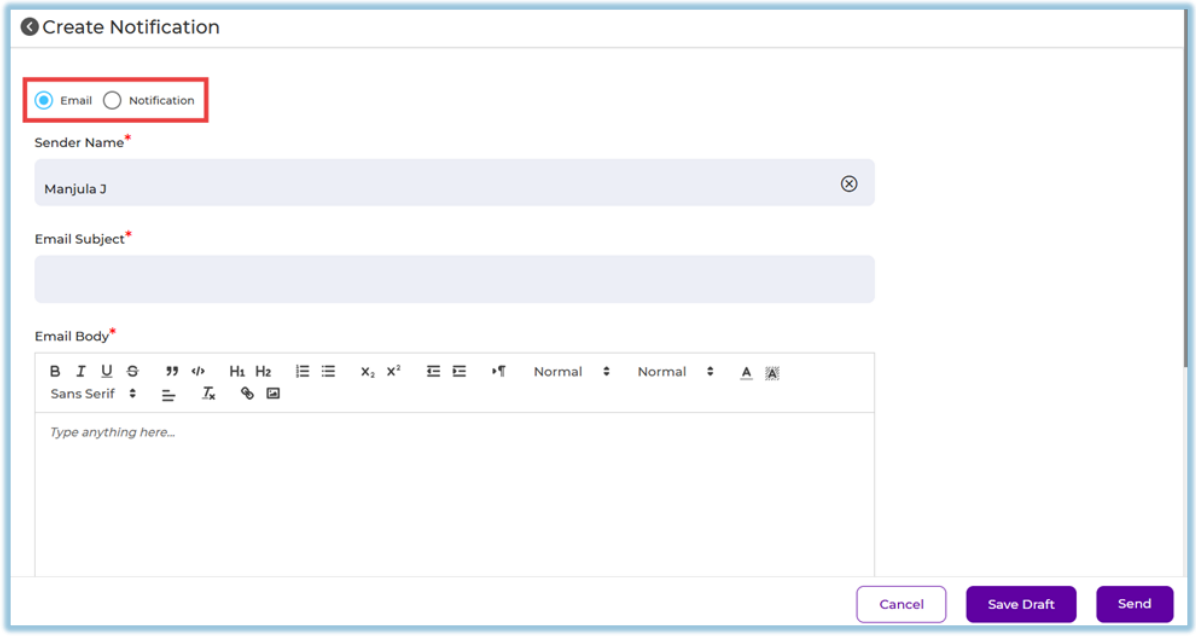
Step 1: Open Communication Centre

1. Click the **Menu (☰)** icon.
2. Select **Communication Centre** from the left navigation panel.
3. You will see the communication list page with:
   - Date
   - Type
   - Category 1
   - Category 2
   - Subject
   - Status



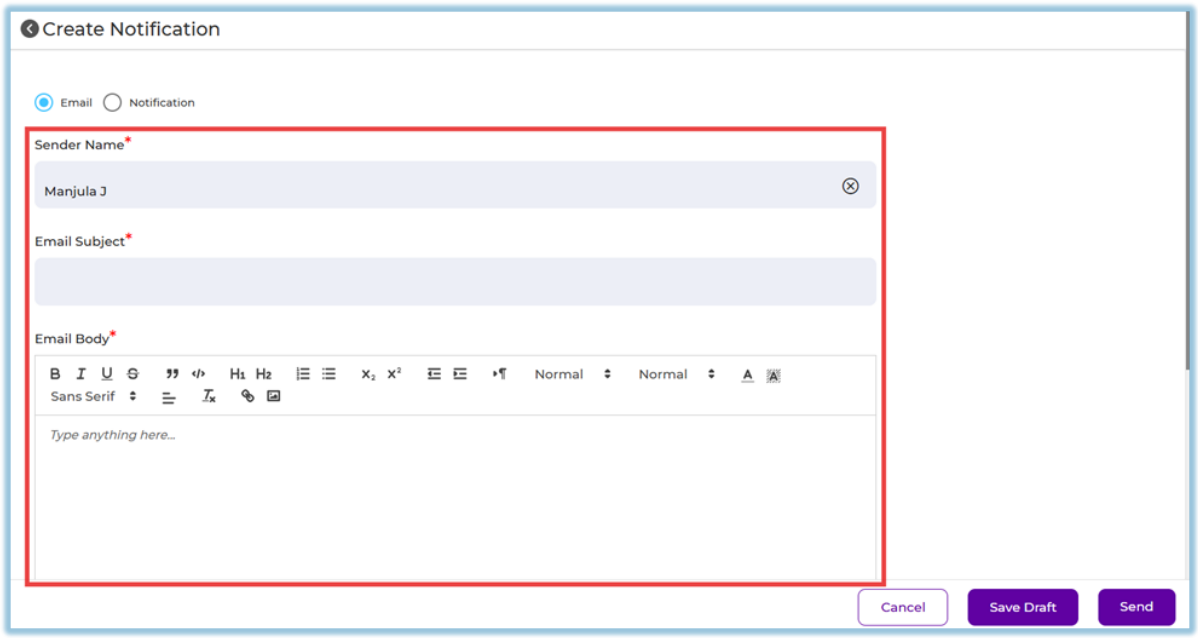
Step 2: Create a New Communication

1. Click **+ Create** on the top-right.
2. Choose one option:
   - **Email**
   - **Notification**



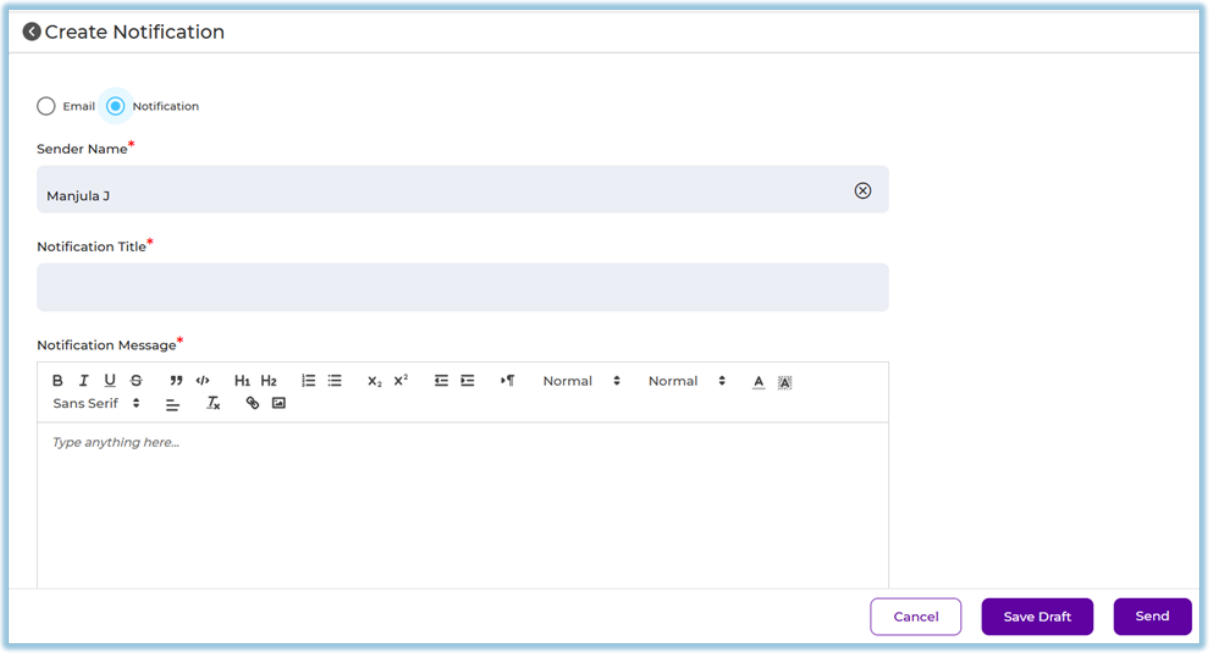
Step 3: Configure Email Communication

1. Enter **Sender Name**.
2. Enter **Email Subject**.
3. Enter **Email Body** (rich text editor available).



Step 4: Configure Notification Communication

1. Enter **Sender Name**.
2. Enter **Notification Title**.
3. Enter **Notification Message**.

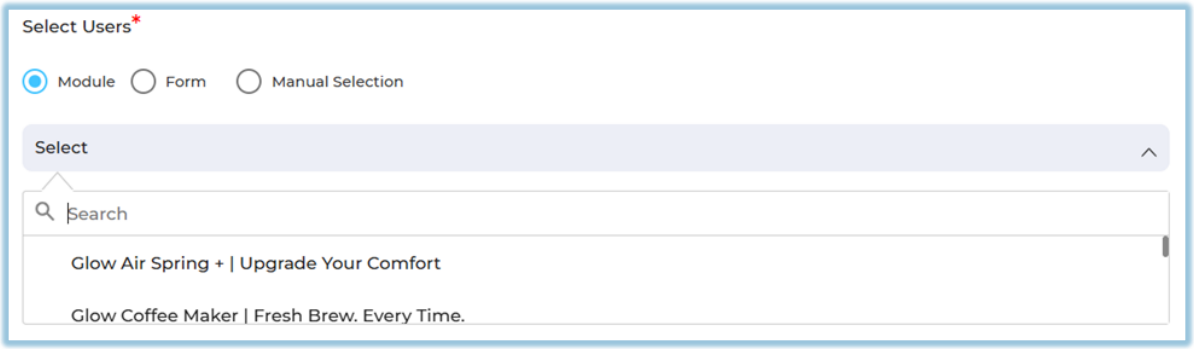


Step 5: Select Users (Mandatory)

Choose one of the following methods:

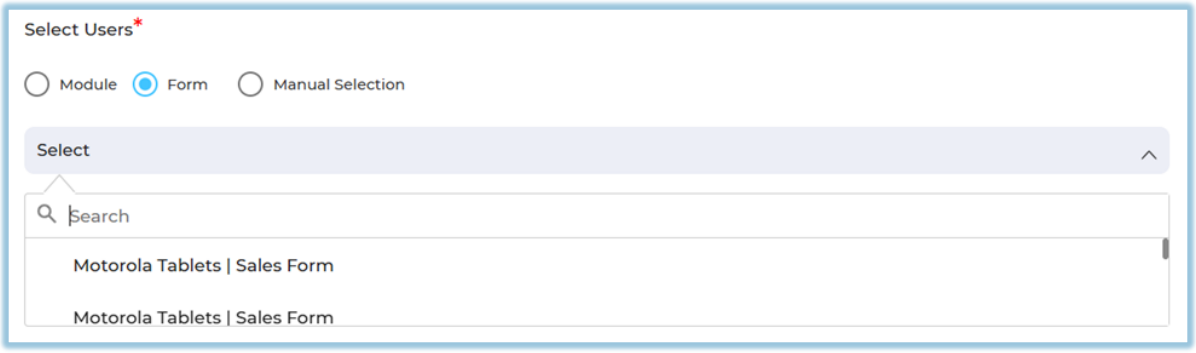
Option 1: Module

- Select **Module**
- Choose the module
- Notification/email goes to users mapped to that module



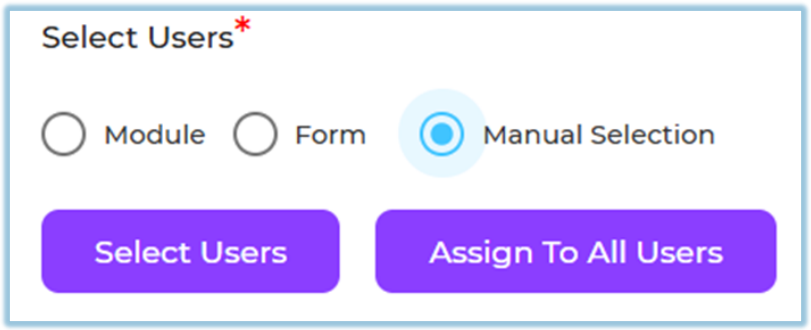
Option 2: Form

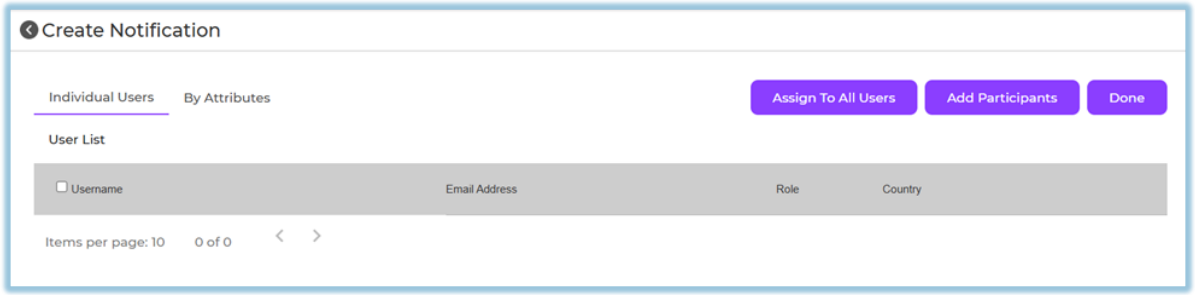
- Select **Form**
- Choose the published form
- Message goes to users associated with that form



Option 3: Manual Selection

- Select **Manual Selection**
- Click **Select Users**
- Choose:
  - Individual Users
  - By Attributes





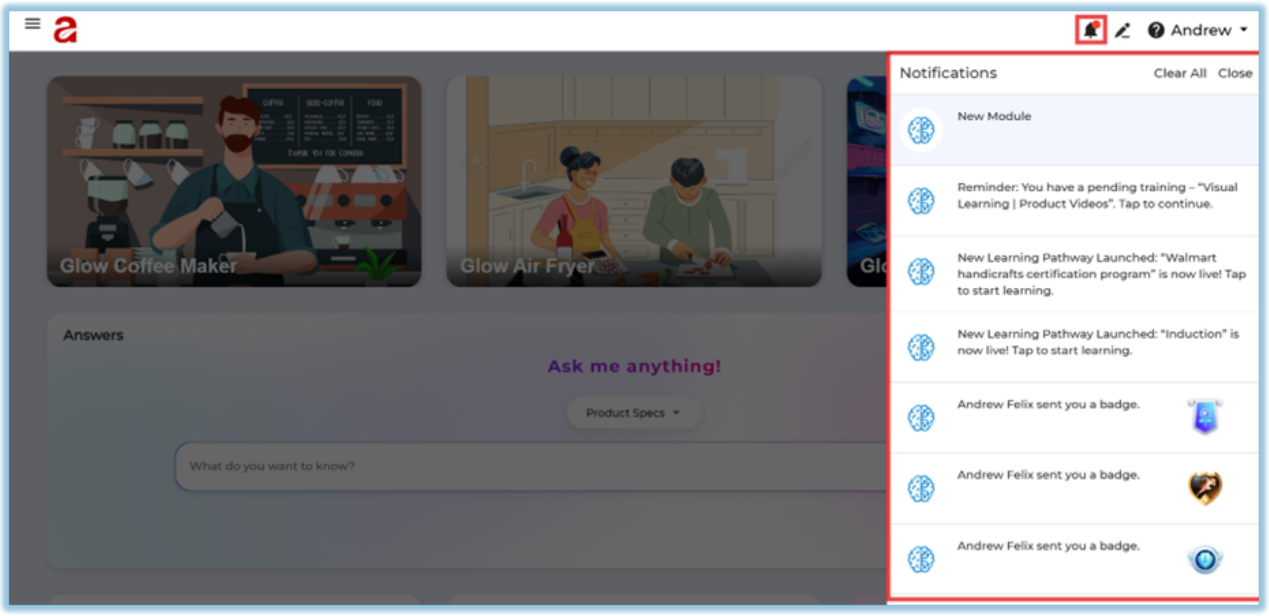
- Or click **Assign to All Users**

Step 6: Save or Send

- Click **Save Draft** to send later
- Click **Send** to deliver immediately
- Click **Cancel** to discard

5. User View

- **Email**: Users receive the message in their email inbox
- **Notification**: Users see the notification inside the app
- Notifications are visible under the user's notification panel
- Email content appears exactly as configured by the admin



6. Reporting

Admins can track communication status from the Communication Centre list:

- **Draft** – Not sent
- **Successful** – Sent successfully

Additional details available:

- Date and time sent
- Communication type (Email / Notification)
- Target category (Users / Module / Form)

7. Best Practices

- Keep subjects and titles short and clear
- Use notifications for urgent updates
- Use emails for detailed communication
- Verify user selection before sending
- Test using a small user group when needed
- Use Draft option to review content before sending

8. Related Links / FAQs

Q: Can I edit a communication after sending?
No. Sent communications cannot be edited.

Q: Can I send to all users at once?
Yes, using **Manual Selection → Assign to All Users**.

Q: Can I save and send later?
Yes, use **Save Draft**.

Q: Can the same message be sent as both email and notification?
Yes, create separate entries for Email and Notification.

9. Version Notes

Last Updated: 26 Dec 2025

Privacy

1. Overview

The Privacy (Email Notifications) page allows users to decide which email notifications they want to receive from Converse. Users must opt in to receive emails sent by the admin for activities such as badges, certificates, birthdays, learning updates, and more.

2. When to Use

- To control personal email notification preferences
- To opt in or opt out of admin-triggered email notifications
- To receive only relevant system and engagement updates
- To stop unwanted email communication

3. Concepts

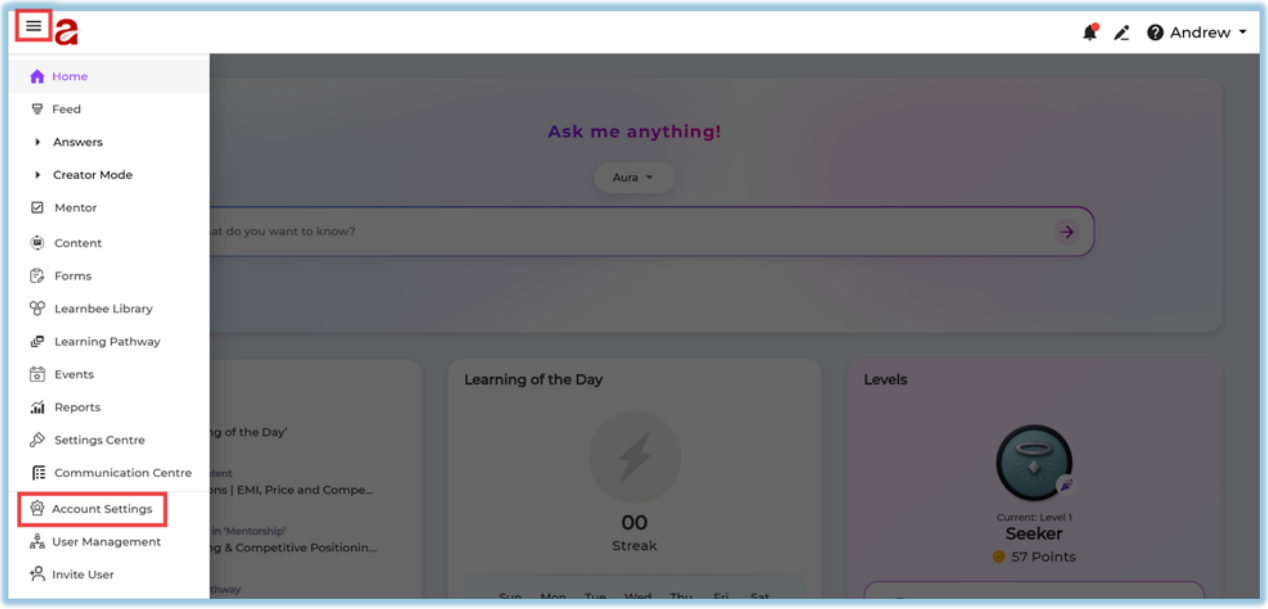
- **Email Notifications:** Emails sent by the system or admin for specific activities.
- **Opt-in:** Users must enable notifications to receive emails.
- **Toggle All:** Enables or disables all email notification options at once.

4. Set Up Guide (User Action)

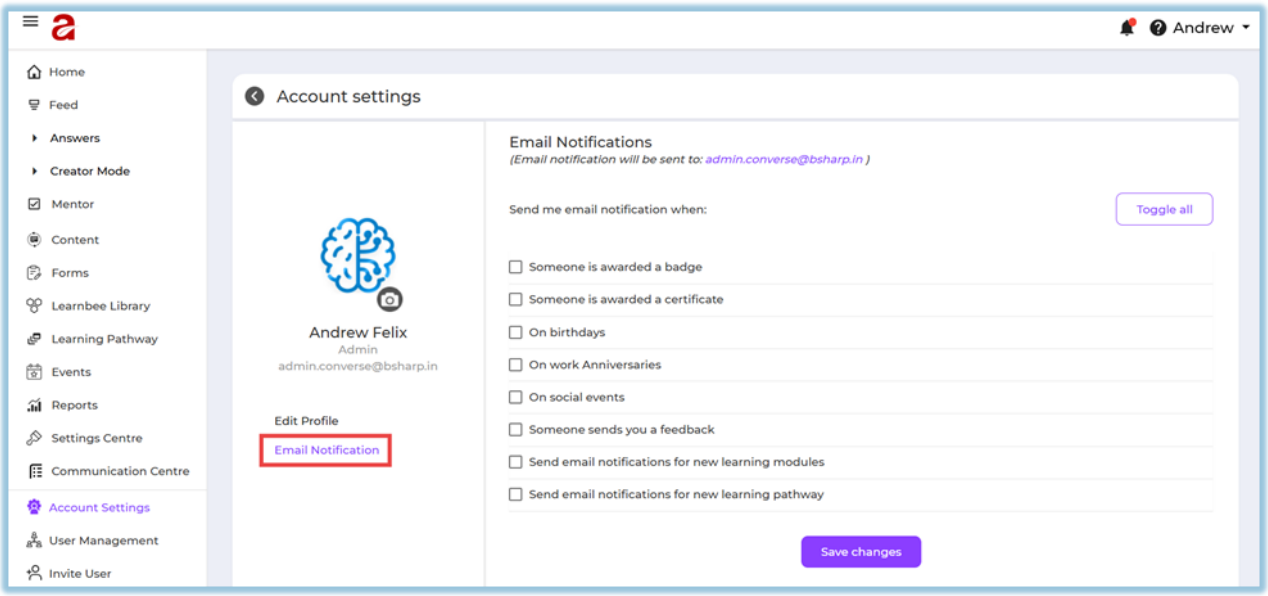
Users can access the **Email Notifications (Privacy)** page in **two ways**:

Option 1: Via Menu Bar

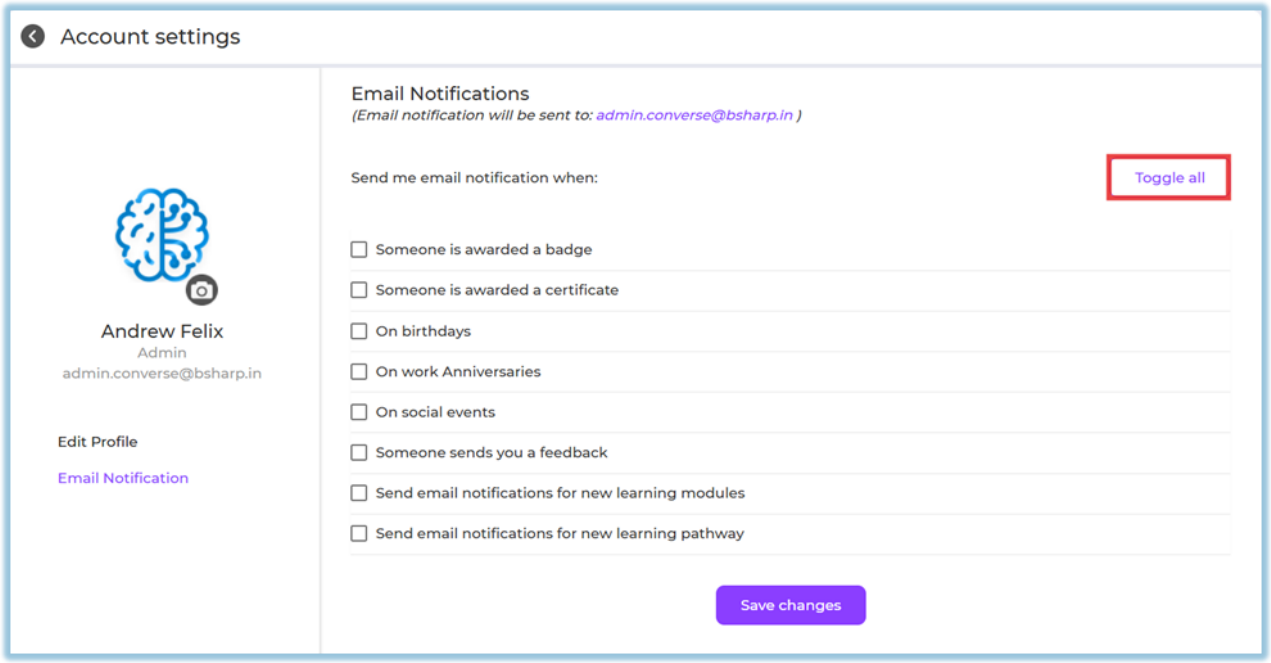
1. Click the ☰ **Menu bar**.
2. Select **Account Settings**.



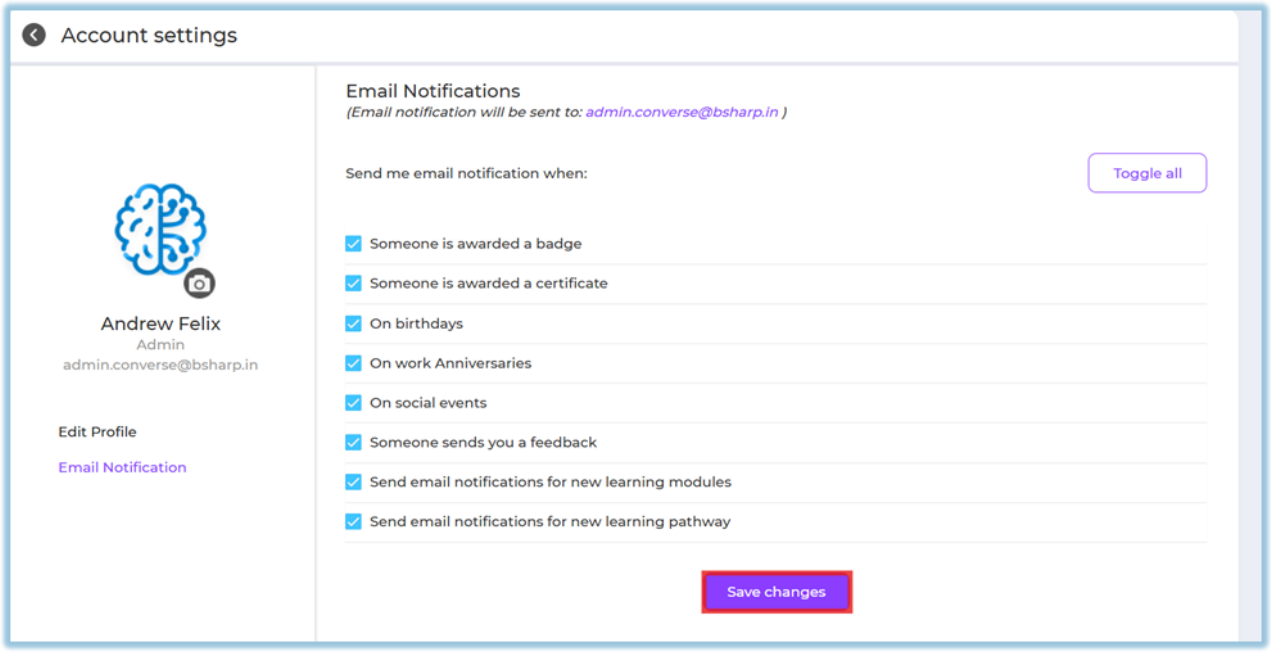
3. Click **Email Notification**.



4. Choose the notifications you want to receive.
5. (Optional) Click **Toggle all** to enable all notifications.

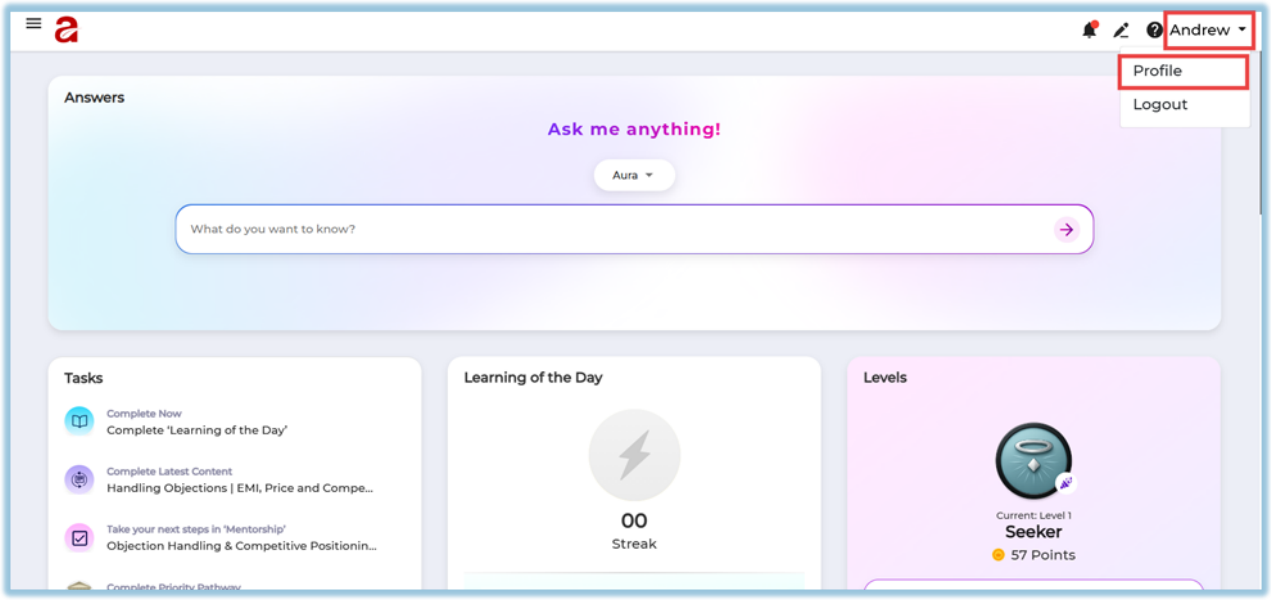


6. Click **Save changes**.

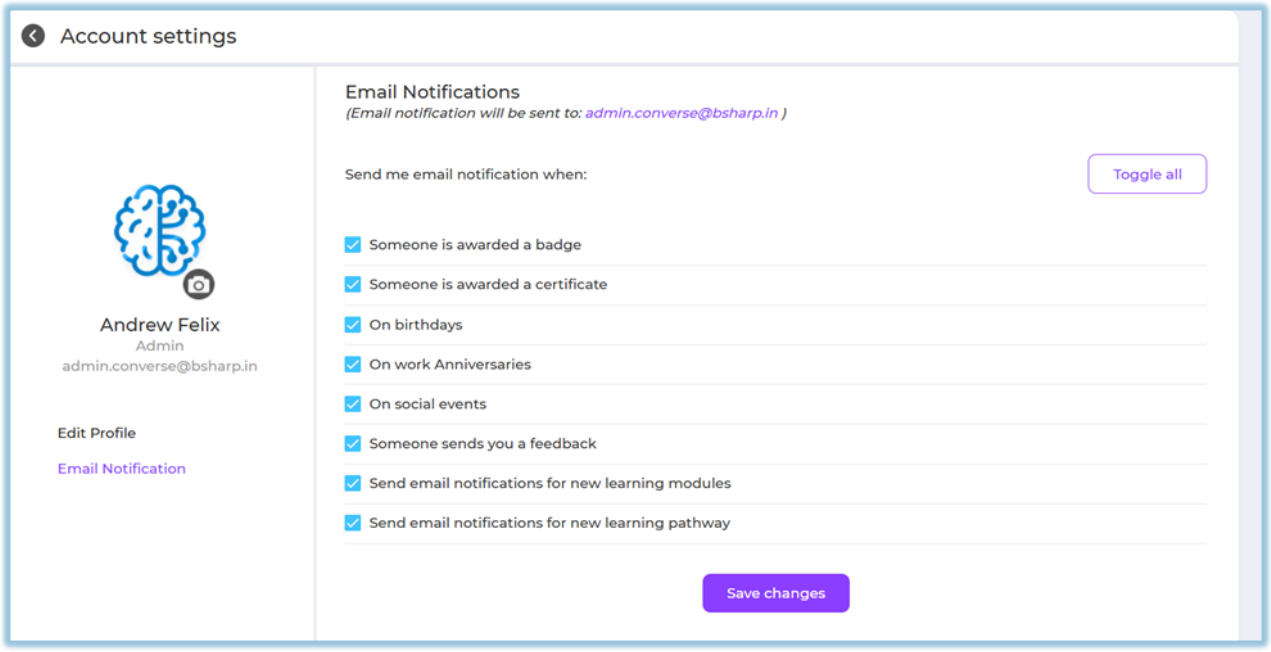


Option 2: Via Profile Icon

1. Click the **Profile icon** on the top-right corner.
2. Select **Profile**.



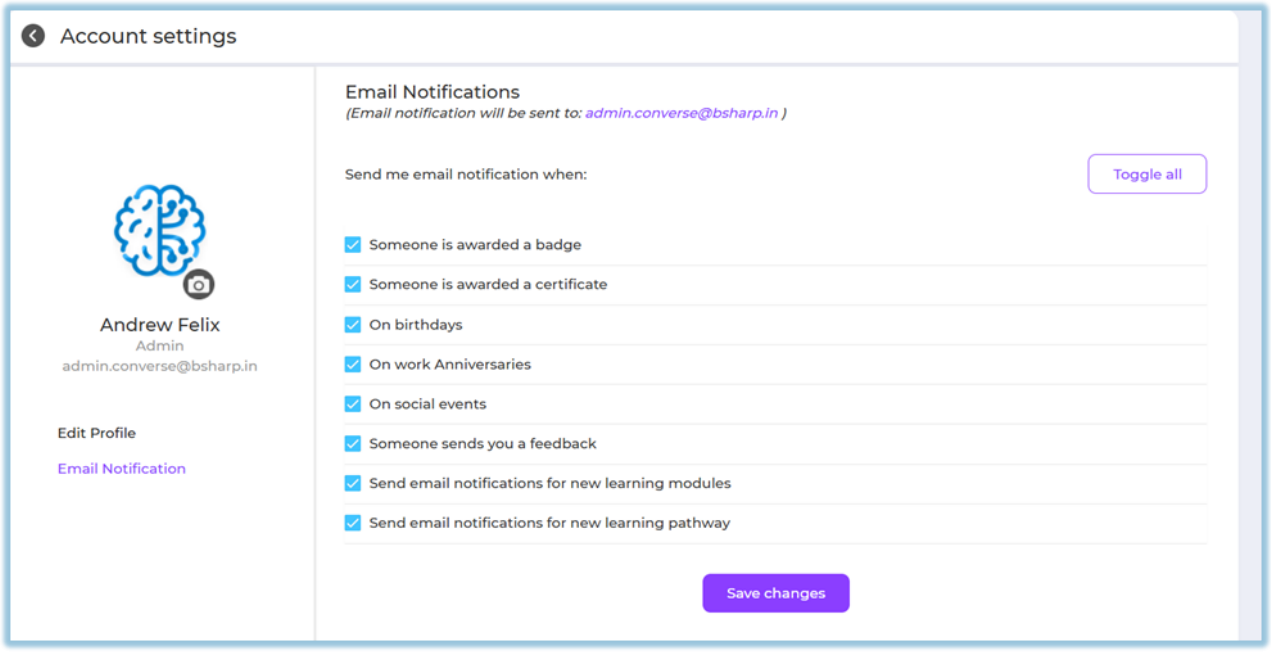
3. You will be redirected to **Account Settings**.
4. Click **Email Notification**.
5. Select the notifications you want to receive.
6. Click **Save changes**.



⚠ Important:
Users will receive emails only if they are opted in. Admin-sent notifications will not reach users who have not enabled email notifications.

5. User View

- Users see a list of available email notification options.
- Selected options appear with checkmarks.
- A **Toggle all** option is available for quick selection.
- Changes are applied only after clicking **Save changes**.



6. Reporting

- This feature does not have a reporting section.
- Email delivery depends on user opt-in preferences.

7. Best Practices

- Review notification preferences regularly.
- Enable only required notifications to avoid email overload.
- Use **Toggle all** carefully if you want all updates.
- Always click **Save changes** after updating settings.

8. Related Links / FAQs

Q: Will I receive emails if I don’t opt in?
No. Email notifications are sent only to users who have opted in.

Q: What does Toggle all do?
It enables all available email notification options at once.

Q: Can admins force email notifications?
No. Emails are delivered only if users have enabled notifications.

9. Version Notes

- **Last Updated:** 26 Dec 2025