

EPIC: Resending Login Codes

AKA Sending Reminders. This is done for those who have not completed the assessment and you'd like to remind them of an approaching deadline, or if the deadline has passed and they have not completed the assessment. Sometimes, codes will go into junk mailboxes, not make it through firewalls, or will become buried in someone's email slush, and will need resent.

Programs/websites needed: EPIC

Resending Login Codes from EPIC:

1. Log into EPIC.
2. There are two places from where you can resend login information:
 - On the right, there's a box titled "Access Code Status." On the bottom right-hand corner of that box is a button that says, "Resend Login Info." Click on it.
 - On the upper left-hand corner of your screen, go to Manage Reports → Resend Login Information.
3. A search box will appear. You can search by a variety of ways, depending on your needs:
 - Individual name
 - Date range of when you assigned the codes
 - Product family/product
 - Folder/Sub-folder
 - Individual's email address
 - Individual's access code, if you have it
4. Once finished with the fields, click SEARCH.
5. All individuals who fit the parameters you entered will appear. Check the boxes of those you'd like to resend codes to. When you're done, click NEXT.
6. Review the list. If it's incorrect, deselect those you wish to not send codes to. If it's correct, click "Resend Login Information."
7. A pop-up box will appear asking if you'd like to send a customized email or change the subject line of the mail. Clicking CANCEL will send a default email. Clicking OKAY will take you to another screen where you can personalize the email.
8. If you clicked CANCEL, an email confirmation screen will appear.
9. If you clicked OKAY, you will be taken to an email customizable screen.
10. The default subject line is pre-checked for you. If you'd like to customize the subject, check the Custom Subject box and fill in the line with your custom subject heading.
11. If you'd like to send a Five Behaviors Custom message, a MyEverythingDiSC Custom message, a Wiley message, or a Default Custom message that you have saved, please see "EPIC: Sending Custom Emails."
12. In the open field below, type in your custom message. When you're finished, click OK.
13. An email confirmation screen will appear.