



Contracted Work & Administration (CWA) Quick Guides

CWA email Notifications

What are CWA email Notifications?

CWA triggers email notifications to inform you of activity on your CWA account. Emails will be sent to specific users and contacts in your organisation depending on their role.

There are two ways in which users can receive notifications:

- Online notifications which can be read by logging into CWA via the Online Portal
- As an email to your designated email address

The user roles & contacts assigned in CWA will determine which notifications the user receives. This quick guide provides examples of the different email notifications, how they are triggered and who they go to.

Important points to note regarding managing your CWA Users & Contacts:

- Ensure your Primary Contact is always up to date
- When staff leave your organisation please contact the Online Support team to remove their access to CWA
- It is your organisation's responsibility to ensure you give your users the appropriate roles & access, please see the detailed "User Guide for Providers - Section 4: Administration" for further information on managing your Users & Contacts

Notification triggered when a new user is added to your organisation

This notification will be sent to the following CWA users:

- CWA Firm Manager
- CWA Office Manager
- CWA Firm Sysadmin

And the following contact:

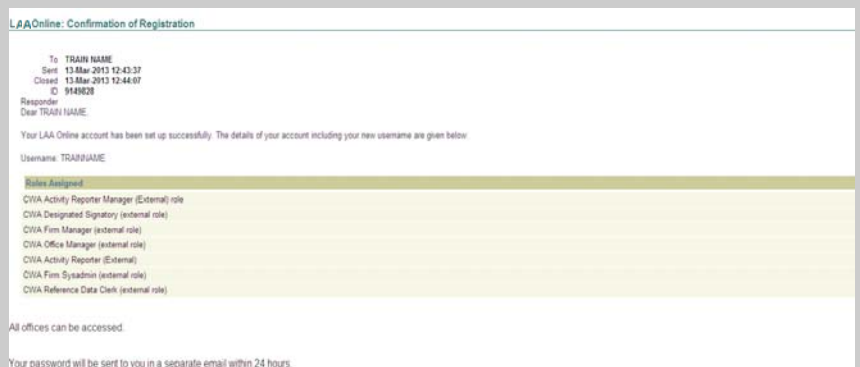
- Primary Contact



Notification triggered when a new user is created containing the new users username

This notification will be sent to the new user only.

Please note: The password will be emailed to the new user only in a separate email notification.



Notification triggered when your submission has been successful

This notification will be sent to the following CWA users:

- CWA Activity Reporter Manager
- CWA Office Manager
- If no CWA Office Manager exists then CWA Firm Manager

And the following contact:

- Primary Contact



Notification triggered when CWA rejects your submission

This notification will be sent to the following CWA users:

- CWA Activity Reporter Manager
- CWA Office Manager
- If no CWA Office Manager exists then CWA Firm Manager



Notification triggered when CWA amends your submission

This notification will be sent to the following CWA users:

- CWA Activity Reporter Manager

And the following contact:

- Primary Contact



Notification triggered when CWA creates or renews a schedule or contract for your organisation

This notification will be sent to the following CWA users:

- CWA Firm Manager - For all offices within the firm regardless of any office level restrictions applied
- CWA Office Manager - For the offices in the firm that they are restricted to. If no restrictions are applied the notification for all offices will be received

And the following contacts:

- Primary Contact
- General office email address (email address of named office contact)

