

# 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

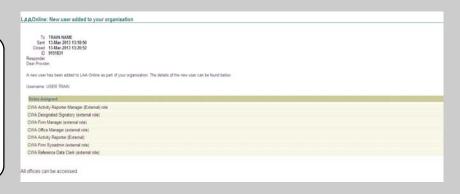
#### Notification triggered when a new user is added to your organisation

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.

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LAA Online: Confirmation of Registration

To TRAIN MAME
Set 1348-24112-237
Cleve 1348-24112-237
Ver LAA Online account has been set up successfully. The details of your account including your new username are given before:

Username TRAINSAME

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# 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

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MONTHLY SUBMISSION SUCCESSFUL: TRAINING & CO, APR-2013, LEGAL HELP DO NOT REPLY TO THIS EMAIL

To TRAININAME
See TRAIN-2013 151440
Closed TRAIN-2013 151440
Closed TRAIN-2013 151440
Closed TRAIN-2013 151440
Closed TRAININAME
The Logal And Agency has successfully received the following submission from your office
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The Logal And Agency has successfully received the following submission from your office
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### 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

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MONTHLY SUBMISSION REJECTED: TRAINING & CO, APR-2013, CRIME LOWER DO NOT REPLY TO THIS EMAIL

To TRAIN NAME
Ser: 25May 2011 54:32-44
Chies: 25May 2011 54:32-43
Chies: 25May 2011 54:32-43
The Light Aid Agency has rejected the following submission from your office
Firm Interest TRAINING & CO
Office Trains TRAINING & CO
Office Account Funders CASTOR
Office Account Funders CASTOR
Schedule Submission Reference COGRA10/OTT
Submission Private APR-2013
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Submission Private APR-2013
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# 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)

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Contract documents

To TRAIN NAME
Sert 18.8 to 2915 591-33
Citizes 18.8 to 2915 591-33
Contracts for Signature or
b) Your Schedule

You can dentify the nature of the document you are receiving by opening the attached globase see the tall of the document on page one).

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