SETA TIPS & TRICKS

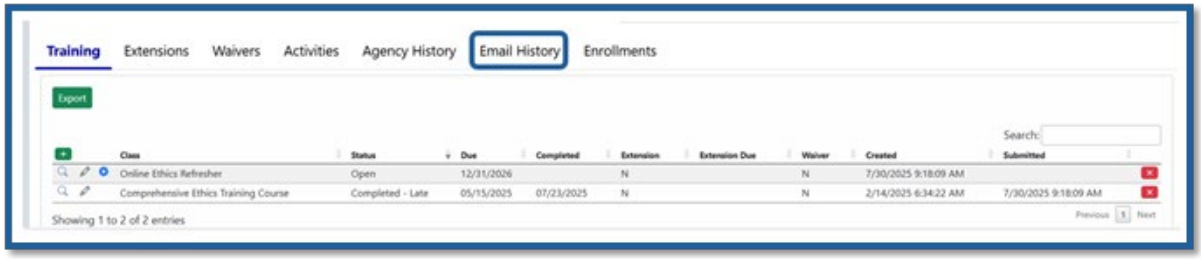
Statewide Ethics Training Application

Where to locate email confirmations for employees trained by COELIG

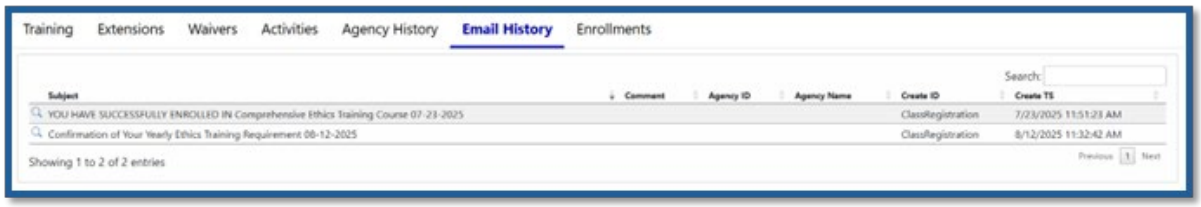
Avoid the frustration of not having an employee's training confirmation email.

Agency Users can view the email history of employees that enroll and complete ethics training with the COELIG Training Team. To view an employee's email history, follow the steps below.

1. From the employee's profile select **Email History**



2. From here you can see their **Enrollment Email Confirmation (A)** as well as their **Confirmation of Completion Email (B)**



3. To review the email, select the **Magnifying Glass** next to the email you would like to view.

Why don't I see any emails under 'Email History'?

Sometimes, you may not see an employee's enrollment or confirmation email in the '**Email History'** tab.

This usually happens when:

1. **They weren't active in SETA yet**: The employee enrolled in the course before their employee profile was active in the system.
2. **They entered incorrect information**: For example, they typed their name or employee ID differently than what's in SETA when registering for a CETC hosted by COELIG.

If the information doesn't match, the system-generated emails will still be sent to the employee; however, neither the enrollment nor completion email will appear in the **'Email History'** tab.

In this circumstance, email the employee to receive a copy of their confirmation email. The Class Enrollment Report is a great resource to verify whether an employee completed training with COELIG.

How email confirmations are sent

- The **Enrollment Confirmation email** is sent to the email address the employee entered when self-enrolling in a CETC hosted by COELIG.
- The **Confirmation of Completion email** is sent to the email address currently on file within the employee's profile in SETA.

How employee information is matched during self-enrollment

- For '**Outlier' agencies**, the first and last name must match exactly with what's in SETA.
- For '**OSC' agencies** whose employee data is provided by a monthly OSC payroll file, the employee ID, first name, and last name must match exactly with what's in SETA.
- **Employees that transfer from one OSC payroll agency to another:** Please manually update the email address of every new employee that transferred to your agency. If an employee does not have their directory services email address deactivated by their former agency, that former email address will remain the email address on file in SETA.

How to update employee emails

Ensure your employee's email address information is up to date and accurate.

- **Individual email updates** can be made directly on the employee's profile.
- **Agency-wide email updates**: The COELIG Training Team can provide you with an email template that will streamline updating email addresses for your entire agency. Email us at COELIGEducation@ethics.ny.gov for assistance.