

wise timetable

Guide to notifications

Who your school's e-mail comes from, the weekly timetable letter, and the booking letters

This guide is for the person at a faculty who decides what the school sends by e-mail, and in whose name: the address every letter leaves from and where the replies go, the letter each lecturer receives with their own week, and the letter a booking sends when it is saved or cancelled. All of it is on one tab - Settings, Notifications - and nothing in this guide requires anybody to touch a server.

It does not repeat the Guide for administrators, which covers the rest of the settings screen and who may open it. The ? button offers this guide to the same people as that one - your school's administrators - and to nobody else, because what it describes is how your school's mail is set up.

What is in this guide

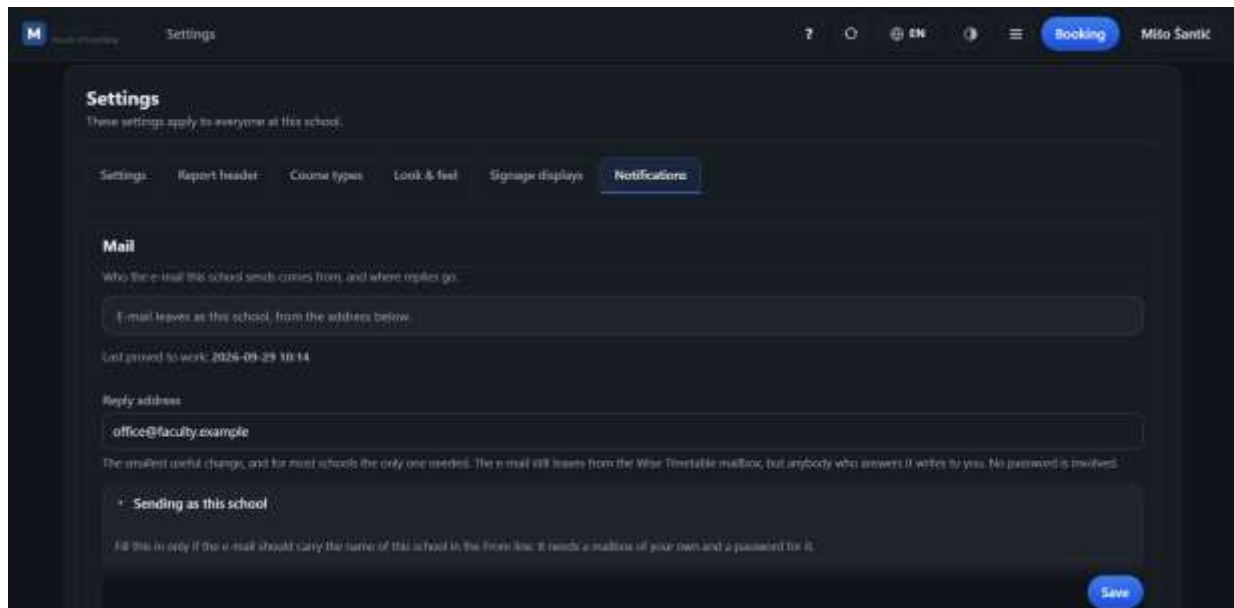
1. One tab for everything your school sends
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1. One tab for everything your school sends

Settings is in the menu behind the three lines in the header. An administrator sees six tabs across the top of it, and Notifications is the last. It has three parts, one under the other, and each answers a different question:

- Mail - who every letter your school sends comes from, and where the replies go.
- Next week's timetable, and This week's where your school has that job too - the letter each lecturer receives with their own week, and when it goes out.
- Booking letters - what a booking says by e-mail when it is saved or deleted.

Each part has its own Save, and saving one never touches the other two. That is deliberate: a half-written weekly letter should not travel into the database because somebody corrected the sender's name a little higher up.



The top of the Notifications tab: who the letters come from. The weekly letter and the booking letters are further down.

ONLY ADMINISTRATORS SEE THIS TAB

It is offered to the people named in Who may edit these settings, on the first tab, and to nobody else. It carries the mailbox's user name and server, and anybody else who types its address gets the visitor's single tab instead.

The password is not among what it shows, not even to you - see section 3.

2. Who your letters come from

Every letter your school sends from this website goes through one decision, made in one place - the booking letters, the answers to bookings that need approval, the test letters on this tab - and so do the letters a planner sends from the desktop application. There are three possible answers, and the first line of the Mail card says which one your school is on today:

- E-mail leaves from the Wise Timetable mailbox, and replies come to us. Nothing is filled in yet. The letters arrive, but anybody who answers one is writing to Wise Technologies.
- E-mail leaves from the Wise Timetable mailbox, and replies come to the address below. Only a reply address is filled in. The letters still come from us; the answers come to you.
- E-mail leaves as this school, from the address below. Your own mailbox is filled in. The letters carry your address in the From line, and the replies are yours without anything else being set.

A fourth sentence, in red, says that nothing can be sent at all - there is no sender here and none on the server to fall back on. That is ours to put right, not yours: tell us.

The reply address - the smallest useful change

Reply address is one box, and for most schools it is the whole answer. The letter still leaves from the Wise Timetable mailbox, but a lecturer who presses Reply writes to the address you put here - the timetable office, the student office, whoever should answer. No password is involved and nothing has to be set up anywhere else. Type it, press Save, and the first line of the card changes to say so.

Booking letters have one refinement of their own. When a booking letter leaves from our mailbox and no reply address is filled in, its reply goes to the person who made the booking - because a lecturer answering "can we move it to eleven?" is writing to them, not to the office.

3. Sending from your own mailbox

Fill in Sending as this school only if the letters should carry your school's own address in the From line. It needs a mailbox of your own - a shared address such as the timetable office's is the usual choice - and a password for it, and your IT department has both. The part is folded until something is filled in and open from then on, because then it is what you came to look at.

- Sender address - the address the letters come from. Usually the same mailbox the user name below signs in to: many mail servers refuse to send as anybody else.
- Sender name - what the reader sees in place of the address: Timetable Office, Faculty of Management.
- Server and Port - your mail server's address for outgoing mail. Security is STARTTLS for port 587 and SSL for port 465; None is only for a relay inside your own network that asks for no password.
- User name - the mailbox's sign-in name, usually the whole address.

The two servers you are most likely to need: Microsoft 365 is smtp.office365.com, port 587, STARTTLS; Gmail and Google Workspace are smtp.gmail.com, port 465 with SSL or 587 with STARTTLS. For anything else, your IT department knows the answer.

Sending as this school, filled in - and under it the test, a form of its own.

The password

The password box is always empty, even when a password is stored; the grey text inside it says which. A password, once saved, is never shown again - not on this screen and not anywhere else - because it is kept sealed with a key that exists only on the Wise Timetable server. So the box works three ways: left empty, it keeps the stored password; typed into, it replaces it; and Remove the stored password, which appears once one is stored, is the only way to take it away.

Use an application password rather than the mailbox's everyday one. Google, and many Microsoft 365 organisations, offer them to a mailbox with two-step sign-in switched on: a password made for one program, which can be withdrawn on its own at any time without anybody's everyday password having to change.

Where the account is used

The booking letters and the tests on this tab go out through it straight away. The letters a planner sends from the desktop application use it too, from Wise Timetable 15.4.76 on. The desktop never learns the password: it hands each finished letter to the Wise Timetable server over the ordinary web port, and the server sends it with your account. A side effect is worth knowing - a university network that blocks outgoing mail ports stops mattering, because the web port is the one nobody blocks.

The weekly timetable letter is the one exception for now. Our mailing server sends it, and it moves onto the same road with the server's next release; until then it leaves from the Wise Timetable mailbox, as it always has, and the replies to it still come to us - the reply address does not reach it yet either.

What is filled in here wins over whatever the desktop was configured with before, the reply address included. The school knows its own address better than a configuration file on one of our machines.

MICROSOFT 365: ASK YOUR IT DEPARTMENT FIRST

Many Microsoft 365 organisations do not let a program send mail with a password at all - SMTP AUTH, as Microsoft calls it, is switched off for the whole organisation or for the one mailbox. The test then fails with Microsoft's own words, typically 535 5.7.139 Authentication unsuccessful, and only your IT department can switch it on for this mailbox.

Microsoft has also announced that it will switch sending with a password off in existing organisations at the end of December 2026, and that an organisation's administrator can switch it back on for the time being. Whatever happens there, the reply address keeps working: it needs no password at all.

4. The test e-mail

Send test e-mail is the only way to know. It sends one letter, there and then, to the address you type under Send it to, using exactly the settings saved above it - so save first, then test. It is a form of its own on purpose: pressing it cannot save half-typed changes, and saving can never send a letter to whatever was left in the test box.

When it works, the card says when your mailbox last proved to work, and every letter sent through it afterwards keeps that date current. When it does not, the card shows the mail server's refusal in red, word for word, until a letter gets through again. Read it before retyping the password: a line such as 535-5.7.8 Username and Password not accepted says exactly what to do, and so does one saying that SMTP AUTH is disabled, which no password will fix.

The test goes through the same decision as every other letter, and the message after it names the address it actually left from - so a test sent before your own mailbox is filled in says so.

5. The weekly timetable letter

The middle of the tab is the weekly letter your mailing job sends each lecturer, carrying their own week.

Most schools see one sentence here instead of a form: this screen is not switched on for your school yet, ask us and it fills in by itself. That is the honest state of most of the estate and will be for a long time. A school that does have a mailing job gets the form below, already filled in with what the job is doing today.

There are two jobs a school may have - next week's timetable, and this week's - and each is switched on or off on its own, with the day of the week and the hour it goes out. An empty day is not Monday: it means the job keeps whatever it was configured with, and nothing on this screen overrides it. That is also how you stop a send in a hurry - untick Sending and save, and the next pass sends nothing, with nothing to restart and the rest of the configuration untouched.

Timetable PDF decides whether each lecturer's week is attached to their letter or whether the letter carries the link alone. A PDF is a photograph: it is right at the moment of sending and wrong the moment somebody moves a lecture, and a lecturer who keeps it in their inbox is reading last week's answer this week. Schools whose letter explains the link increasingly switch the attachment off. The setting governs the test letter too, so what you test is what a faculty receives.

Three times sit on each job, and the mailing server writes them, not you. Last pass is when the background job last woke up - if that is hours old, the server is not running and nothing on this screen

can help. Last send is when this job last sent real letters and how many. Last test is when a test was last asked for, and whether one actually went. Together they answer, on a Sunday evening, whether Monday morning is going to work, without anybody having to ask us.

A mailing job: whether it is sending, what the mailing server last did, and when the letter goes out.

If the day and the hour you have chosen are the hour it is now, the card says so: the next pass sends the real letter to every lecturer, not a test. That is a warning and not a refusal - a school that means to send within the hour may.

6. Writing the weekly letter

Under that is the covering letter. There is a general text, and you may write one per language for lecturers whose own language is set - the general one is used for everybody else, and lecturers with no language at all have a block of their own, because those are usually the people an institution most wants to address in English. A field left empty keeps whatever is already configured, so this screen can be used to change one language's letter without touching the rest.

The letter may carry {TUTORNAME}, {TUTORCODE}, {TUTORID}, {LANG}, {WEEK}, {DATE} and {LINK}, each filled in for the lecturer it is going to. {LINK} is the one to put behind a button; the rest are for writing a sentence, or for building an address of your own. Keep {DATE} in the timetable link template - with it the link opens on the week the letter is about, and without it a letter read on Tuesday shows Tuesday's week.

General text

Subject
Your timetable for next week

Timetable link
`https://wise-ll.com/web/demco/?lang={LANG}&t={TUTORID}&date={DATE}`

Where the button in the letter leads, {LINK} and {TUTORID} are filled in for each lecturer

Letter

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<p>Dear {TUTORNAME},</p>
<p>your timetable for week {WEEK} is ready.</p>
<p><a href="{LINK}">Show my timetable</a></p>
<p>To keep it in your calendar for good, subscribe once: {WEBCALHTTP}</p>
<p>Timetable Office</p>

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Save Close

The general text: the subject, where the button leads, and the letter itself.

Some schools send one letter containing a Slovenian section, an English section and an Italian section rather than choosing a language per lecturer. {LINK} cannot serve that letter: it resolves once, to the reader's own language, so the button in the English section would open the Slovenian page. {LINK:en} is the same template with the language you name instead of the reader's, and there is one for each of the thirteen languages the product writes timetables in - {LINK:sl}, {LINK:en}, {LINK:it}. Put one in each section and every reader lands on a page they can read, whichever section they read first. The template must contain {LANG} for this to mean anything.

Two more placeholders offer the lecturer a calendar subscription rather than a weekly photograph, and they belong together. {WEBCAL} is the clickable one: Apple Calendar and Thunderbird subscribe on a click. {WEBCALHTTP} is the same address written https, to be put in the letter as plain text with a line telling the reader to paste it. Both, not one:

- Outlook and Microsoft 365 remove a webcal:// link from a message body. Not the sentence - the link. The reader sees an invitation to add the timetable to their calendar and nothing to click, and reports it as a missing link. Every https and mailto in the same letter survives.
- Outlook and Google Calendar want https anyway. Outlook's Calendar, Add calendar, Subscribe from web and Google Calendar's From URL both accept an https address and refuse webcal://.
- Apple Calendar and Thunderbird are the ones that subscribe on a click, which is what webcal:// is for.

Adding a language, and taking one away

Write one for: lists the languages that have no letter of their own yet. Pressing one opens an empty block and creates nothing: a letter exists once there is something in it and you have saved. Remove this language, under each block, deletes that letter at the next Save and can be unticked before then. The general text has no such tick - it is what every lecturer without a letter of their own reads, and removing it would quietly empty their letters.

Seeing it before anybody else does

The letter is HTML, and Preview the saved letter under the box draws it. It draws the saved letter, not what is in the box - so type, save, look. And it is a browser's drawing: Outlook draws mail with Word's engine, and the two do not always agree. What a lecturer will really see is what the test letter shows you.

7. Testing the weekly letter

Send one test letter to takes an address, and Send a test letter beside it asks for the letter without saving anything else on the card. The letter goes on the next pass and the box empties itself afterwards, so clearing that box is how a pending test is cancelled. Several addresses separated by commas each get their own copy. It is a real letter for a real lecturer with every placeholder expanded, it never interrupts a real run, no run summary is sent for it, and it takes up to an hour, because the mailing server works in hourly passes and not at the press of a button.

A test that reports having sent nothing is usually telling the truth about the week rather than about the mail. At a year boundary the next week job asks for a week the published year does not contain yet, finds nobody teaching in it, and correctly writes to no one. Publish the new year and ask again.

Whoever is named in the run summary address receives a short report after every real run: how many lecturers were checked, how many letters went out, and whether the mail server refused any of them. A refused letter is almost always one bad address in the lecturer list.

Two last things. The pass is not on the hour - it happens once an hour counted from whenever the server was last started, so a job set for 14:00 may go out at 14:20; within its hour is correct. And if the server cannot use some of what you typed, the screen says so and names it rather than saving the rest quietly. That guard exists because a pasted letter once vanished without a word anywhere.

8. The booking letters

The last part of the tab is what a booking says by e-mail. On the booking form, Send mail and To lecturers decide whether a letter goes and to whom. When a booking is saved or deleted with Send mail ticked, a letter goes to the addresses in the Email box on the form, to every booked room that has an address of its own and - with To lecturers ticked - to every lecturer on the booking. Each of them gets a letter of their own, so nobody sees anybody else's address and one wrong address does not stop the rest.

Mail is switched on for a new booking decides whether the form opens with Send mail already ticked; it is on until somebody switches it off. At a school where new bookings need approval the form opens with it off whatever this says, because the letter would announce a booking nobody has agreed to yet - and the tab says so beside the tick when that is your school.

Booking letters

The letters are booking events when it is saved or deleted with mail switched on - to the address under e-mail, to the booked rooms and, if linked, to the lecturers. These are the same texts the old web application used.

☒ Mail is switched on for a new booking

When a booking is saved

Subject

Room booking: <START_DATE>, <START_HOUR>

Text

Dear colleague,
a room has been booked for you:

<ROOMS>, <START_DATE> <START_HOUR>-<END_HOUR>
<NOTE>

Booked by <LOGGED_USER>.

Timetable Office

When a booking is deleted

Save

Booking letters: the switch, and the school's own letter for a saved booking.

There are two letters, When a booking is saved and When a booking is deleted, each with a subject and a text. They are your school's own words, and they are the texts the old web application sent - carried over as they were, so a school that wrote them years ago is still sending them.

An empty box is a real answer: it sends the built-in letter, drawn in grey inside the box so that nobody has to guess what empty means. The built-in words exist in Slovenian, Croatian and English, and the letter goes out in the language of the screen the booking was made on - Serbian and Bosnian read the Croatian, every other language the English. A subject filled in over an empty text, or the other way round, takes the built-in half for what is missing.

When a booking is deleted

Subject

Booking cancelled - Wise Timetable: <START_DATE>, <START_HOUR>

Text

Dear colleague,
the booking <NOTE> (<TUTORS>(<ROOMS>)/<GROUPS>) has been cancelled.

Cancelled dates:
<ALL_DATE_LIST>

Cancelled by: <LOGGED_USER>

Kind regards,
Wise Timetable (on behalf of <LOGGED_USER>)

An empty box sends the built-in text shown in grey.

Words in angle brackets are replaced with the details of the booking:

The letter for a deleted booking, left empty: what will be sent is the grey text.

Type the text the way you would type a letter: a new line is a new line. There is no markup to learn - the letters go out as HTML, and the tab turns your line breaks into it and back again, so a text written for the old application comes back exactly as it was.

Words in angle brackets are replaced with the details of the booking, and the whole list, with what each becomes, is folded under the two letters. The ones schools use most are <START_DATE>, <START_HOUR> and <END_HOUR>, <ROOMS>, <TUTORS> and <GROUPS>, <NOTE> - the description -

and <LOGGED_USER>, who made the booking. <ALL_DATE_LIST> writes every date of a repeating booking, one per line, and <NONAVAILABLE_DATE_LIST> the dates on which something else was already booked.

A LETTER NEVER UNDOES A BOOKING

The booking is saved before any letter is written. A slow or refusing mail server cannot lose it, and nobody is left believing it failed and booking it twice.

What the form says afterwards is a report: whom the letter reached, and whose address was refused.

9. What this tab cannot change

A few things that are easy to look for here and are decided elsewhere:

- Who receives the weekly letter. The lecturers, their e-mail addresses and their languages come from the timetable itself, kept by your timetable office; a lecturer can set their own language on their account screen.
- Whether your school has a weekly letter at all. A mailing job is set up by us; this tab edits the jobs that exist and never offers to create one. Ask, and it appears here by itself.
- The layout of the attached PDF - by day of the week or by date. That belongs to the job's configuration on our side.
- Reading the replies. Where they go is decided here; reading them is your own mailbox's job, and nothing in Wise Timetable reads your inbox.
- A different sender for different letters. A school has one account, and every letter it sends uses it.

If something in this guide does not match what you see, the likeliest reason is that your faculty is on an older build - and the second likeliest is that we changed something and this guide is behind. Either way, tell us.