

# Quick Reference Guide (FOR MEMBERS)

## System Emails explained (ISO Event Notifications)

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### Global Directory

Action	Receive notification	Subject	Address sent from	Covering all members?
Account Creation	Immediately	ISO Portal - Account created	helpdesk@iso.org	No
Account Activation	Immediately	ISO Portal - Account activate	helpdesk@iso.org	No
Password Reset	Immediately	ISO Portal – Reset password process	helpdesk@iso.org	No
Member Record Updates	Overnight	ISO Global Directory - Modification of user's data (notification to member users)	biznotif@iso.org	No
Committee Changes (Added, removed, modification of role)	Overnight	ISO Global Directory - Modification of committee role	biznotif@iso.org	Yes, aggregated by committee

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### Document Emails

Action	Receive notification	Subject	Address sent from	Covering all members?
National and/or Mirrored ISO/CEN committee document uploads	Overnight, per committee	*Committee ref - documents available	Sd.bsi.documents@iso.org	Yes
Notify doc action: National and/or Mirrored ISO/CEN committee document	Immediately	*Committee ref – <i>anything specified*</i>	Sd.bsi.documents@iso.org	Yes
Email to all members	Immediately	*Committee ref – <i>anything specified*</i>	Sd.bsi.documents@iso.org	Yes

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### National Ballots Emails

Action	Receive notification	Subject	Address sent from	Covering
National ballots (NCIB/NPOS) that have Opened or closed	Daily	[ISOLutions] Open or closed ballot	biznotif@iso.org	All your national committees
Ballot Reminder	4 weeks and 1 week prior to closure, if not voted.	[ISOLutions] Ballots reminder	biznotif@iso.org	All your national committees

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### Mailbox rules

The above information can be used to support the creation of mailbox rules.

\*Committee ref and \*email subject are variable