Use Notify Patron

Learn how to use Notify Patron.

From the Options menu in Search Manual, Query Request, Review Alerts, Review Queue, select **Notify Patron**.

- The email address will be pre-populated with patron's email address found in the patron's record. You can modify the email address if required.
- The subject of the email will also be pre-populated with subject headings pulled from Notify Patron configuration. You can modify the subject heading can be modified if required.
- Select a message from the **Notify Message** drop down. You can enter a custom message in the additional notes section if you do not want to use the pre-defined message.
- Enter notes if required.
- Message section will be pre-populated with canned message. You can modify the canned message if required. Use the html tag `<BR>` to add line breaks in the outgoing message.

- Click **Send**. The message will be sent to the patron using the email message template for Notify Patron.
- The audit record is automatically updated to show that the Patron Notification message was sent.
• The details of the audit note will display the complete text of the message sent to the patron. To see the details of the note, double click on the **audit record**.

Note: **Notify Patron** can only be used with requests from a patron, meaning, requests that have a patron id. If you attempt to use Notify Patron with a request from another library the following error message is displayed.

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https://help.oclc.org/Resource_Sharing/Relais_ILL/Notify_patron/010Use_Notify_Patron

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