KNOWLEDGE BASE ARTICLE

How to Send Manual Policy Reminders to Your Team

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Table of contents

Prepare the reminder 4

Remind one employee 4

Remind the displayed overdue population 5

Understand which notification settings apply 5

Verify and troubleshoot 5

Team Compliance lets a manager send email reminders for overdue assignments. This is an immediate user-initiated operation, separate from scheduled notifications sent by the background service. Use it when you have reviewed the team's outstanding work and want to follow up on specific overdue policies.

Prepare the reminder

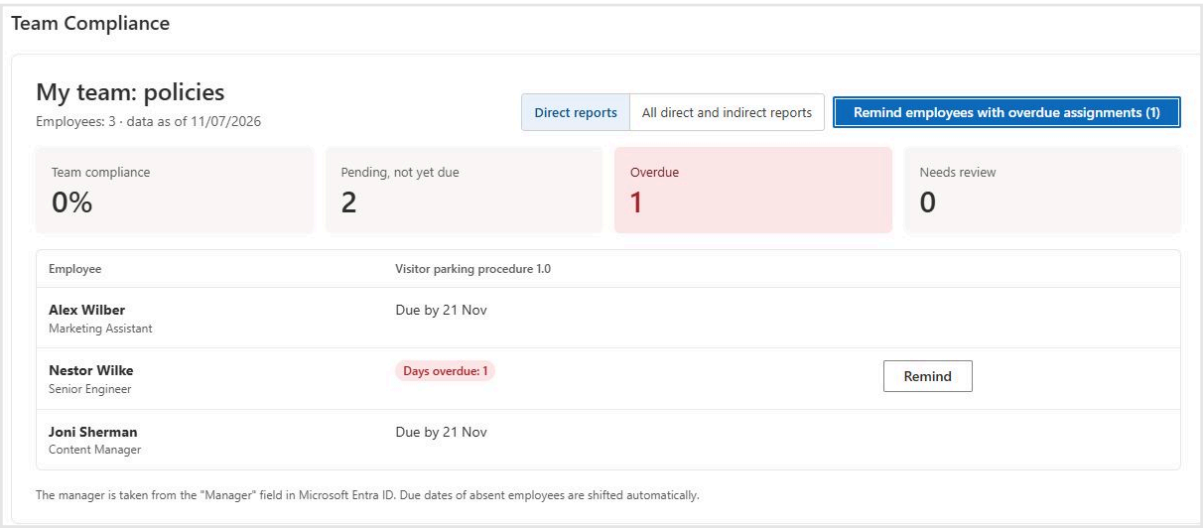
Open Team Compliance with the intended manager account and verify the direct-report or whole-branch scope. Check that the employees and overdue policies are correct before sending. The team comes from directory reporting relationships, while assignment data can retain the manager captured when the assignment was created.

The operation uses Microsoft Graph `Mail.Send` and the current user's mailbox. The configured notification sender in Policy Admin does not change this manual sender. Make sure the reader page URL is correct; each email contains a link carrying the policy and assignment identifiers.

Remind one employee

1 Find the employee's row in Team Compliance.
2 Review the overdue cells and distinguish them from items awaiting review or already exempted.
3 Select **Remind** on that row.
4 Wait for the result message before another attempt.

The row action passes that employee's overdue assignments to the sender. If the employee has several overdue policies, the implementation sends a separate email for each assignment; it does not combine them into one digest.



Sending reminders for reviewed overdue assignments

Remind the displayed overdue population

Select **Remind employees with overdue assignments** to process the overdue assignments in the loaded team scope. The displayed count is an assignment count, not necessarily a distinct-employee count. Review a broad scope carefully before using the bulk action.

The product fills a localized message template with the policy title, employee name, due date and reader link. This interface does not expose a free-form template editor. Date text follows the sending browser's formatting. The send operation asks Graph to save a copy in Sent Items.

Understand which notification settings apply

Manual sending calls the mailbox operation directly. It does not check the service's email toggle, quiet hours, configured sender or campaign escalation schedule before sending. Do not expect disabling scheduled notifications to disable this manual action, or expect a manual click to wait until quiet hours end.

The product records a manual-reminder audit event after processing the batch. A successful client send result means the API accepted the send operation; it is not independent proof that the recipient read or even received the message in their inbox.

Warning

Messages are sent sequentially. If a later send or the final audit write fails, earlier emails may already have been sent. Inspect Sent Items and the affected assignment list before retrying the whole batch. A final error must not be interpreted as proof that no reminders were sent.

Verify and troubleshoot

For a pilot, inspect the sent message and ask the recipient to test its link. Confirm that it opens the expected assignment under their account; sending the link does not grant source permissions. If the sender has only read access to the audit list, the final logging operation can fail after delivery attempts, so involve an administrator rather than blindly repeating.

If no row action is shown, confirm that the employee actually has overdue assignments in this scope. Needs-review and exempt states are not normal overdue

items. For scheduled notifications use KB10525. How to Connect the Policy Service and Configure Automatic Notifications, and for team-scope investigation see KB10530. Team Compliance: How to Monitor Your Team and Follow Up.