Turn off or snooze admin notification emails

Choose which optional emails you get as an administrator or manager, snooze them during leave, and see what's always sent.

For: Administrators, Managers · Updated November 16, 2026 · https://hipaacertify.com/support/article/admin-email-settings

Each administrator and manager chooses their own optional emails. Changing yours doesn't affect anyone else in your organization.

Change your email settings

1. Click **Email Settings** in the sidebar (or go to **hipaacertify.com/admin/notifications**).
2. Turn each type of email **On** or **Off**:
   - **Weekly compliance report**: the Monday summary
   - **Employee activity alerts**: an email each time an employee opens an invitation or assignment, or starts training
   - **Milestones**: one-time emails like "your first employee completed training"
   - **CSV import results**: you can still see every result in Import History
   - **Getting-started tips**
3. Click **Save email settings**.

Snooze everything during leave

Under **Snooze all optional emails**, choose **For 1 week**, **For 2 weeks**, **For 30 days** or **Until a date…**, then save. Emails resume automatically after that date.

Turn one off from the email itself

Optional emails have a **Turn off …** link at the bottom. Click it, then click **Turn off these emails** on the page that opens. You don't need to sign in. Opening the link alone changes nothing.

Emails that are always sent

You can't turn these off, because missing them could cost you access:

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- billing: subscription confirmations, receipts and cancellations
- payment problems and payment-failure warnings
- password resets and invitations
- training assigned to you personally

WARNING

If every administrator turns off the **Weekly compliance report**, nobody in your organization gets the Monday summary of overdue training. The settings page warns you if you're the last one receiving it.

NOTE

Organization-wide alerts, like employee activity and the first completion, go to the account owner. If the owner turned them off, they go to the next administrator who still has them on.

Need more help? Visit https://hipaacertify.com/support or contact us at https://hipaacertify.com/contact.

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