Due dates, overdue training and automatic reminders

How due dates work, when training counts as overdue, and which reminder emails employees receive.

For: Administrators, Managers, Employees · Updated November 17, 2026 · https://hipaacertify.com/support/article/due-dates-and-reminders

Due dates

A due date is optional. Set it when you assign training. It must be a future date.

Training shows as **Overdue** starting **on its due date**, so ask staff to finish by the day before. Overdue training appears:

- on employees' dashboards with an **OVERDUE** badge
- on your **Dashboard** and the Employees **Overdue** filter
- in the Monday weekly email

To change a due date, remove the assignment and assign it again with the new date. You can only remove an assignment that isn't finished.

Automatic reminders

HIPAA Certify sends reminder emails once a day, early morning U.S. Eastern time, to employees whose training isn't finished. For example:

- **Reminder: Your HIPAA Training is Waiting**: assigned at least 3 days ago and not started
- **Your HIPAA Training is Due Soon**: the due date is approaching
- **Reminder: Complete Your HIPAA Training**: started but not finished after a week
- **URGENT: Your HIPAA Training is Overdue**: every 2 days until it's finished

Reminders stop as soon as the training is completed.

> **NOTE**

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> Reminders only go to **active employees who've been invited**. Inactive or removed employees, people not yet invited, and administrators and managers taking training themselves don't get reminder emails.

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