CHAPTER

15 Notifications and keeping your site safe

This chapter covers two things that run quietly in the background of your site. First, how RacingOwl tells you (and your learners) that something happened: emails, the bell, alerts on your phone, your own free WhatsApp alerts and the morning summary. Second, how your site is kept safe: reporting, the automatic keyword filter, the difference between a hold and a flag, the Reports page from start to finish, and what happens when RacingOwl itself takes a course down or suspends a site. By the end you will have phone and WhatsApp alerts switched on and know exactly what to do when a report arrives.

WHERE
The bell at the top of every page; **racingowl.com → Your profile → Notifications** for WhatsApp; **racingowl.com → All my learning → Notifications** for phone alerts; **Manage → Reports**

TIME NEEDED
About 10 minutes to switch on phone and WhatsApp alerts; a few minutes per report

BEFORE YOU START
Your phone, with WhatsApp on it

PLAN
Every plan. Your own WhatsApp alerts are free; WhatsApp alerts for your learners are a separate add-on (see WhatsApp alerts for your learners)

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How RacingOwl tells you things

RacingOwl follows one simple rule. **Email is for when money moves or when somebody needs to act**: a payment, a refund, your plan's bill, a confirmation link. **Everything else is in the product**: replies, reviews, chats and reports arrive in the bell, and on your phone if you switch phone alerts on. That keeps your inbox for things that matter and stops a busy discussion from burying a payment email.

Channel	What it carries	Needs you to set it up?
Email	Money, your plan, account security, live class invitations, the morning summary	No, it just arrives
The bell	Replies, mentions, reviews, chats, reports, work to mark, learners finishing	No
Phone alerts (push)	The same things as the bell, buzzing your phone or computer	Yes, once, on racingowl.com
Your WhatsApp	Sales, new members, your plan's bill, reports, suspension	Yes, once: confirm your number

The bell

The bell sits in the dark strip at the top of every page, on your site and on racingowl.com. Its number is your unread notifications from **every** site you run or learn on, added together. One bell, whichever site you are on.

1. **Press the bell.** It opens racingowl.com → All my learning → Notifications, already signed in, with every notification from every site in one list.
2. **Open one.** Each notification links to the thing it is about: the report, the chat, the piece of work to mark.
3. **Clear them.** Mark as read beside one clears just that one. Mark all as read at the top clears every site's notifications at once, and every bell goes to zero.

Under the list, one line reminds you that WhatsApp alerts are under Your profile → Notifications. Each site also keeps its own Notifications page with that site's 30 most recent notifications, where Mark read and Mark all as read work for that site alone.

What reaches a trainer's bell

When	What the notification says	Where it opens
A learner sends you a chat message	New chat message from *name*	That chat in Manage → Chats
Someone reports something on your site	Somebody reported *a post* in "*place*", or, when marked dangerous, Urgent: ... was reported as dangerous or illegal	Manage → Reports
The keyword filter holds or flags a post or review	The filter held ... for you to review, or The filter flagged ... for you to look at	Manage → Reports

When	What the notification says	Where it opens
A learner hands in an assignment, or submits a quiz with a written answer	*Name* handed in "*title*" in *course*, ready to mark	That piece of work in **Manage → Marking**
A learner finishes a course	*Name* finished *course*	**Manage → Learners**
A learner reviews one of your courses	*Name* left a 5★ review on *course*	The course page
A reply or mention in a discussion you are part of	*Name* replied in "*topic*"	The discussion
Free time is added to your plan (a referral, or founding-trainer time)	Says what was added and when your next charge moves to	**Manage → Your RacingOwl plan**

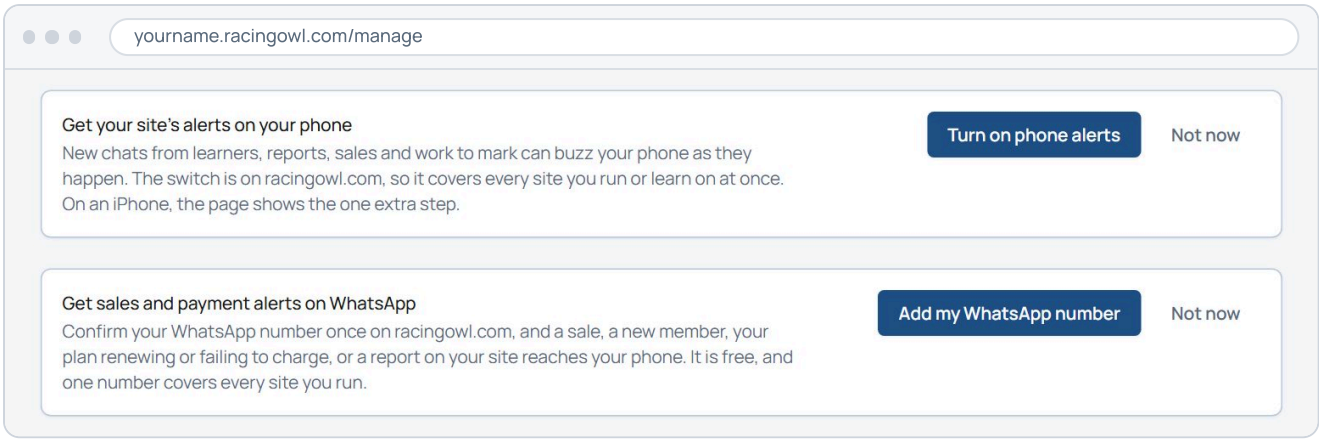
Notifications are for the other side of whatever happened. You are never notified about your own report, your own post or your own chat message.

Phone alerts

Phone alerts put the bell on your phone: a new chat, a report, a review or a piece of work to mark buzzes your phone as it happens, without the site being open. They also work on a computer's browser.

The switch lives in one place only, on racingowl.com, because racingowl.com is the one address that covers every site you belong to. Switched on there, one event buzzes once, however many sites you run or learn on.

1. **Use the dashboard card.** On **Manage → Dashboard**, the card **Get your site's alerts on your phone** has a **Turn on phone alerts** button. Press it on the phone you want alerts on. (**Not now** hides the card on that browser.)
2. **On an iPhone, add the app first.** iPhones only allow notifications from the RacingOwl icon on the home screen. If you are in Safari, the page tells you: tap Share, then Add to Home Screen, then open RacingOwl from the icon and come back to this step. Android phones and computers do not need this.
3. **Turn it on.** You arrive on **All my learning → Notifications**, signed in. The card **Notifications on this device** has a **Turn on** button. Press it.
4. **Allow.** Your phone asks whether to allow notifications. Choose Allow. The card now says you will be told about replies, mentions, messages and marks, from every site, and offers **Turn off**.



The two cards on your dashboard: "Get your site's alerts on your phone" and "Get sales and payment alerts on WhatsApp".

Each phone or computer is switched on separately; turning alerts on for a second phone adds it without switching off the first. **Turn off** forgets just the device you press it on.

What an alert looks like

The alert's title is your site's name, because a lock screen gives no other clue where it came from. Under it is one short line, such as "Meera replied in 'Week 2 questions'". Tapping it opens the page it is about, inside the RacingOwl app if you have it. Several alerts about the same thing, such as five messages in one chat, replace each other rather than stacking up, and still buzz each time.

When the switch does not work

- **"Your browser is blocking notifications for this site."** You, or somebody, chose Block when the phone asked. Only the browser's own site settings can undo it: find racingowl.com in the browser's settings, allow notifications, then press Turn on again.
- **"Your session has expired. Sign in again and retry."** Sign in on racingowl.com and press Turn on again.
- **No "Notifications on this device" card at all.** The browser does not offer notifications. Try an ordinary (not private) window, or a different browser.
- **An alert never arrived.** An alert that could not be sent within an hour is not sent at all, because a buzz at midnight about a lunchtime reply is worse than none. It is still in the bell.

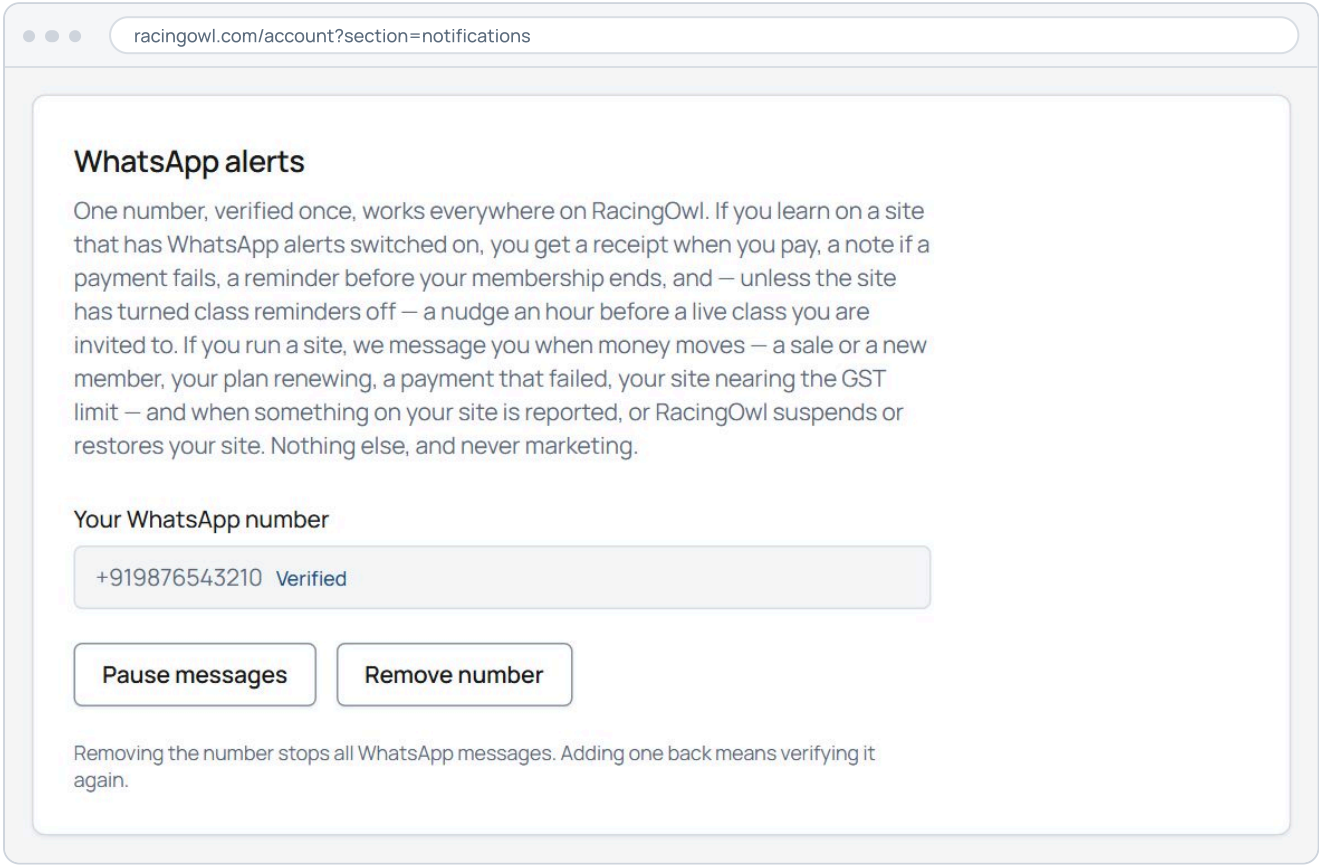
Your own WhatsApp alerts (free)

As a trainer you can get the alerts that matter most on WhatsApp: money and trust. They are free on every plan, never counted against any bundle, and completely separate from the WhatsApp add-on that sends messages to your learners.

WhatsApp only reaches a number you have confirmed. The number belongs to you as a person, not to your site, so one confirmation covers every site you run.

1. **Start from the dashboard.** If you have not confirmed a number, **Manage → Dashboard** shows a card, **Get sales and payment alerts on WhatsApp**. Press **Add my WhatsApp number**. (You can also go straight to **racingowl.com → Your profile → Notifications**.)

2. **Enter your number.** In the **WhatsApp alerts** card, type it in **WhatsApp number**. A plain 10-digit Indian mobile works; for another country, include the country code. Spaces and dashes are fine.
3. **Ask for the code.** Press **Send verification code**. A six-digit code arrives on WhatsApp from RacingOwl.
4. **Type it back.** Enter it in **Verification code** within ten minutes and press **Confirm**. Your number now shows as **Verified**.



Your profile → Notifications, with a verified WhatsApp number and the Pause messages and Remove number buttons.

Typing the code back is your consent to receive the messages. If a code does not come, wait a minute and press **Send a new code** (a second request within a minute is refused, and the first code still stands). Five wrong guesses and you need a new code; after ten minutes the code expires.

What you receive on WhatsApp

Message	When	Who on your site gets it
New enrolment	A learner pays for a course (free enrolments are email only)	Owner and instructors
New member	A learner pays to take out or renew a membership	Owner and instructors
Plan renewal reminder	Your plan renews in 10, 5 and 3 days, once each (it says so when it is a trial ending)	Owner
Plan renewed	Your plan payment went through	Owner

Message	When	Who on your site gets it
Plan payment failed	A charge for your plan failed, the last attempt failed, or your site became read-only because the plan is unpaid	Owner
Card expiring	The card your plan renews on is about to expire	Owner
GST watch	Your collections near the GST registration line, and if payments are paused	Owner
Content reported	Somebody reports a post, review or course on your site	Owner and instructors, never the person who reported it
Site suspended or restored	RacingOwl suspends your site, or lifts it	Owner

Every WhatsApp message except a report alert comes alongside the matching email, never instead of it (reports have no email; they come to the bell). Some things deliberately do not come on WhatsApp: holds and flags by the keyword filter (they reach the bell and your phone alerts instead, because a filter misfires more often than people do), chat messages, refunds, and a plan you cancelled yourself.

- **Pause messages** stops everything until **Resume messages**; the number stays verified.
- **Remove number** forgets it; adding one back means confirming again.
- Changing number: once a number is verified, the card offers no change button. Press **Remove number**, then confirm the new one with a fresh code.
- Replying to a RacingOwl WhatsApp message reaches nobody. To reach RacingOwl, use **Ask RacingOwl**.

Emails

Emails about your site are sent in your site's name, as "*Your site* via RacingOwl". Emails about your own RacingOwl account and your plan's bill come plainly from "RacingOwl", because they are from RacingOwl to you.

Emails you receive

Email	When
Site is ready	Your site is created
Confirm your email	You sign up
Name created an account on *site*	A new learner joins your site
Name enrolled in *course*	A learner enrols on a paid or free course (not one opened through a membership)
Name took out a membership / renewed their membership	Membership income arrives
Name is waiting to join *site*	Somebody asked to join while your site was full (owners)

Email	When
Site: *N* to mark, *N* finished	The morning summary (below)
Plan emails: renewal reminders, "paid up until", payment failed, last attempt failed, now read-only, plan moves, card expiring	Your RacingOwl plan's bill (owners). See Choosing your RacingOwl plan
Nearly at / reached a limit	Your site reaches 80% and 100% of a plan allowance
GST watch	Your collections near the GST registration line
RacingOwl has hidden *course* / *course* is available again	A course is taken down or restored (below)
Site has been suspended / is live again	A site suspension and its lifting
Reset your password	You ask for a reset

Emails your learners receive

Email	When
Welcome to *site*	Their first account on your site
An invitation from you, and any reminder you send	You invite them (see Managing your learners)
You are enrolled in *course*	A paid or free enrolment (not one covered by a membership)
Your invoice from *site*	A course paid for, with the invoice attached
You are a member of *site* / membership renewed	A membership taken out or renewed, invoice attached
Your payment did not go through	A payment failed; it says nothing was taken
Refund of *amount* from *site*	You refund them, with a credit note attached
Membership renews / ends, price changing, card expiring, auto-renew stopped	Membership reminders and changes
Live class invitation, time changed, cancelled, new days or time, no more classes	Your live classes, with a calendar entry
"*Lesson*" is now open in *course*	A lesson held back by a release rule opens for them
You finished *course*	They complete a course, with the certificate attached when the course awards one
Your emails from Email your learners	At most three a day from your site
Course is no longer available	RacingOwl takes down a course they were enrolled on
You can join *site* now	You let in somebody who asked to join a full site

Never by email: discussion replies and mentions, reviews, chat messages, reports and marks. Those are bell and phone alerts only.

When an email fails

An email that cannot be delivered is tried five times over about half an hour. If it still fails, your dashboard shows a card, "*N* emails could not be delivered", listing who never heard from you and why. Press **Try again** once the cause is fixed. This covers your site's own emails; if a learner never received a sign-up confirmation or password reset, tell RacingOwl through **Ask RacingOwl**.

The morning summary

Every morning at 8 am IST, RacingOwl looks at what happened on your site since your last summary. If work was handed in and is still waiting to be marked, or a learner finished a course, every owner and instructor on your site gets one email. If nothing is new, no email is sent at all.

- **The subject** answers "do I need to open this now": for example **Anita's Maths: 3 to mark, 2 finished**.
- **Inside**: how many pieces of work are waiting to be marked and how many of them are new since the last summary; the names of up to ten learners who finished and which course, and a count of any more.
- **The button** is **Open Marking** when work is waiting, or **See your learners** when there is only news of finishers.

Each piece of work also reaches your bell the moment it is handed in, so the summary is a daily round-up, not the only signal.

Keeping your site safe

Two layers protect your site, and only one of them needs anything from you.

- **On your own site**, you moderate: you can delete a discussion post, hide a review, lock a discussion and decide who may post. Those controls are covered in Discussions and reviews.
- **Across all of RacingOwl**, two things run without you: anyone can report content, and an automatic keyword filter reads what people write. Both feed the same place: **Manage → Reports**.

Reporting

Anyone signed in can report three kinds of content with a **Report** control: a discussion post, a review on a course page, or a course (as a whole, or one named lesson). The report asks two things: why (a short reason, "Why are you reporting this?", 3 to 500 characters), and how urgent:

- **Off-topic or rude** (the default)
- **Dangerous or illegal — needs urgent review**

Every report reaches every owner and instructor on your site (except whoever reported it) in the bell, on phone alerts and, for verified numbers, on WhatsApp. A report marked dangerous or illegal also emails RacingOwl's staff at once, whatever time it is.

The keyword filter

The filter is a short list of patterns kept by RacingOwl staff, the same for every site. It is not something you can see or edit, and a learner is never told which rule caught them.

The filter reads	The filter does not read
New discussion posts and replies Chat messages between learners and your site Reviews: the title and text, when written or edited A course's title, subtitle, short description, description, audience and outcomes, when the course is created or those words are saved	Lesson text Quiz questions PDFs and other files A price, level or status change on a course

The list has two parts with two very different outcomes:

- **Held** is for plainly dangerous content: instructions for making bombs, explosives or chemical or biological weapons, building untraceable firearms, or buying a weapon without a background check. The patterns look for instruction ("how to make"), so a history lesson about "the bomb" or a woodworking post about a "gun rack" passes. Held content is hidden from public view and RacingOwl's staff are emailed.
- **Flagged** is for ordinary bad language. Flagged content stays visible to everyone, but a report lands in your Reports list so you can decide.

The list is in English only and does not try to catch deliberate misspellings.

Holds and flags, surface by surface

Where	If held (dangerous)	If flagged (bad language)
A discussion post or reply	Saved but visible only to its author and your site's moderators. A report opens in Reports marked dangerous, you are notified, RacingOwl is emailed	Published to everyone; an ordinary report opens in Reports and you are notified
A chat message	Held inside the chat itself, with a **Held** tag in your Chats inbox until you act. It does not go to Reports. RacingOwl is emailed	Nothing happens: a rude chat message is delivered normally
A review	Hidden from everyone and left out of the course's rating, as a RacingOwl hide. A report opens, you are notified (you are not sent "new review"), RacingOwl is emailed	Stays live; an ordinary report opens and you are notified
A course's own words	The whole course is hidden at once, quietly: nobody enrolled is told. You are emailed "RacingOwl has hidden *course*" with the automatic reason. A person at RacingOwl looks at it and restores it if the match was wrong	An ordinary report opens in Reports; nothing is hidden. No notification is sent, so you see it only when you open Reports

Releasing held posts and chat messages

A held discussion post shows in the discussion with a line only its author and your moderators can see. The author reads: "Held automatically by the safety filter, not by a person. Your teacher will release it if it is fine." You read: "Held for review by the automatic filter. Only its author and this site's moderators can see it.", with a **Release to the discussion** button. Releasing it publishes it, tells anyone who would have been notified of the reply, and closes the filter's report on it.

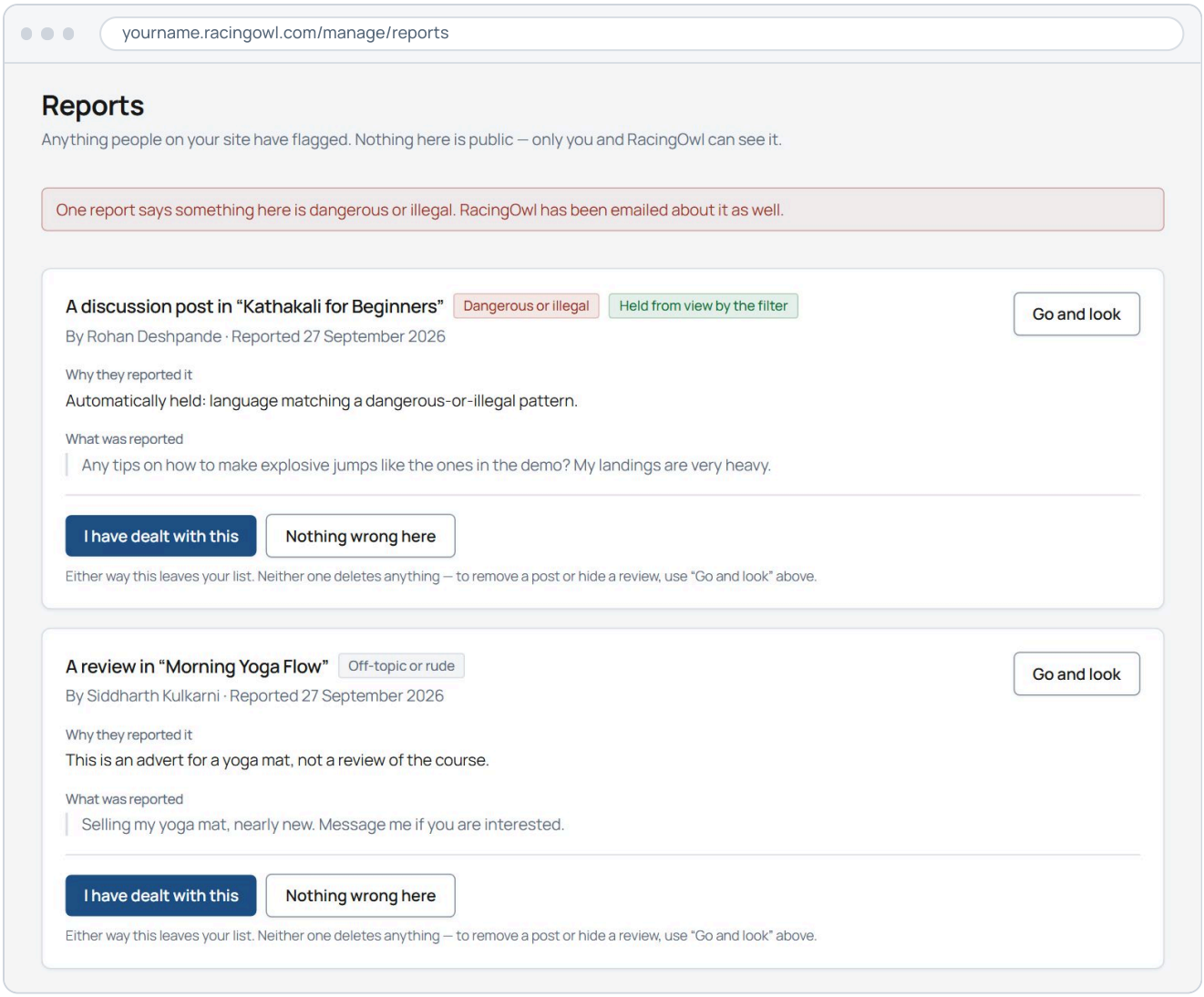
A held chat message shows in the chat. If a learner wrote it, you choose **Release to the conversation** or **Remove**. If your site wrote it (you or an instructor), you can only remove it: "Only RacingOwl can release a message the site wrote. You can remove it and write it again." RacingOwl was emailed when it was held and releases it if it was a false alarm. See Chats with learners.

> **TIP.**
> If the filter keeps catching an innocent word used in your subject, tell RacingOwl through **Ask RacingOwl**, with an example. Staff can change the list, and a change applies from the very next post.

Manage → Reports, from start to finish

Every report, whether a person made it or the filter raised it, lands on one page. Nothing on this page is public: only you and RacingOwl can see it.

1. **Notice the report.** You are told by the bell and phone alerts (and WhatsApp, for a person's report). The Reports menu entry does not show a count, so these alerts are how you find out. (One exception: when the filter flags bad language in a course's own words, nobody is notified, so open Reports now and then.)
2. **Open the page.** Go to **Manage → Reports** (in the Teaching group; its hint reads "Anything people have flagged here"). The first time, a two-step tour explains what lands here and how to act on one.
3. **Read the list.** Reports marked dangerous or illegal come first, then the newest. If any are dangerous, a notice at the top says how many and that RacingOwl has been emailed about them as well.
4. **Read one report.** Each card shows what it is and where ("A discussion post in", "A review in" or "Course content in" followed by the place), a badge (**Dangerous or illegal** or **Off-topic or rude**), the lesson if one was named, who wrote it, when it was reported, **Why they reported it**, and **What was reported**, quoted and cut to 400 characters.
5. **Press Go and look.** **Go and look** takes you to the thing itself: a discussion report to the discussion, a review or course report to the course page. Read it in context before deciding.
6. **Act where it lives, if it needs it.** On the discussion you can delete the post, or release a post the filter held. On the course page you can hide a review. In the course editor you can unpublish or archive a course, or change the words that caused the report. Or you can decide it is fine and leave it.
7. **Close the report.** Back on Reports, press **I have dealt with this** if you acted, or **Nothing wrong here** if there was nothing to act on. Either way it leaves your list. Neither button deletes anything.



Manage → Reports with two reports: one marked dangerous or illegal, with the notice above the list, and one off-topic or rude.

The two closing buttons are recorded differently on purpose. If the same thing is reported again, RacingOwl can see whether you acted last time or judged it harmless.

Badges on a report

Badge	Meaning
Held from view by the filter	The filter is holding this post. Only its author and your site's moderators can see it. Release it from the discussion, or leave it held and close the report
Already taken down	The post was deleted, or the review hidden, by your site or by RacingOwl. The report stays until you close it, because "it is already gone" is still an answer

A few more things to know:

- A course report names the author as "This site", because course content is your site's own words.
- A review with only a star rating shows "(no written text — rating only)".
- The list shows up to 200 open reports; older ones appear as you close newer ones. There is no list of closed reports.

- RacingOwl's staff see the same reports. A report you have not got to yet is still visible to them, and a report marked dangerous has already emailed them.

> **IMPORTANT.**
> Reports is deliberately not a place to delete things. Taking something down always happens where the content lives, with its own rules about who may do it and what the author is told. That way there is never a quiet second way to delete somebody's words.

When RacingOwl acts

RacingOwl's staff read every report marked dangerous and can act on any report from any site. What they can do, and who is told:

RacingOwl...	What happens	Who is told
Hides a discussion post	The post is hidden, marked as removed	Its author: "A post of yours ... was removed by a moderator"
Hides a review	Hidden and left out of the rating. Only RacingOwl can bring it back; your **Unhide** only works on reviews your site hid	The reviewer: "Your review ... was removed by a moderator"
Hides a course	The whole course closes: it leaves the marketplace and nobody can open its pages or files, learners already enrolled included	You, by email, with the reason. Every enrolled learner, in the bell and by email (below)
Bans a person everywhere	The person cannot sign in or write anything on any site. Nothing they wrote or bought is deleted	The person, by email

When a course is taken down

When RacingOwl hides one of your courses after a report, you receive "RacingOwl has hidden *course*", with the reason they recorded. Everyone enrolled on it is told too: a notification in their bell ("*Course* was removed by RacingOwl after a report") and an email, "*Course* is no longer available", saying it can no longer be opened.

> **WHAT YOUR LEARNER SEES.**
> The email does not give the reason, which stays between you and RacingOwl. It tells anyone who paid that they can ask your site for a refund, by chat or by replying to one of your emails, so that request comes to you. It also says that anything they earned on the course, such as a certificate, is still theirs. The course leaves their All my learning list, their to-do list and their scores.

If you think it was a mistake, or you have changed the course, tell RacingOwl through **Ask RacingOwl**. RacingOwl can restore the course, which opens it again to exactly the people it was open to before, and you are emailed "*course* is available again". Refunds are covered in Your dashboard and earnings.

A course hidden by the keyword filter for its own words is different in one way: nobody enrolled is told, because the filter may simply have misread. You are emailed with the automatic reason, and a person at RacingOwl reviews it.

Site suspension

In rare cases RacingOwl can suspend a whole site over its content or conduct. This is separate from, and much harder than, the "read-only" state a site enters when its plan is unpaid.

Who	What they see during a suspension
Visitors and learners, including those already enrolled	Every page of the site shows "This site is currently unavailable." with the reason, and nothing else. Existing access is not kept
Anyone trying to enrol, buy or join	Refused
The marketplace	Your courses are removed from it
You, opening Manage	A full page, "This site has been suspended", with the reason and the address support@racingowl.com. Nothing under Manage is reachable, including your plan page
You, by email and WhatsApp	"*Site* has been suspended", with the reason and where to write

When RacingOwl lifts the suspension, the site is visible again, Manage works again, and you receive "*Site* is live again". There is no appeals form: write to support@racingowl.com.

	Read-only (plan unpaid)	Suspended (by RacingOwl)
Caused by	A failed or lapsed plan payment	RacingOwl staff, over content or conduct
Enrolled learners	Keep reading their courses	See only the "unavailable" notice
You	Are sent to pay your plan	See the suspension notice
Ends when	You pay	RacingOwl lifts it

Common questions

Q Why did I get no email about a new review or a chat?

By design. Reviews, chats, replies and reports come to the bell and your phone alerts, not email. Switch on phone alerts so you do not miss them.

Q I verified my WhatsApp number but did not get a message about a report.

If the filter raised it rather than a person, it goes to the bell and phone alerts only. Also check your number is not paused under **Your profile → Notifications**, and that you were not the person who reported it.

Q A learner's post shows "Held". Did someone complain about it?

No. A hold is the automatic filter, not a person. Read it; if it is fine, press **Release to the discussion**.

Q Can I see or change the filter's word list?

No. It is one list for all of RacingOwl, kept by staff. If it catches something innocent in your subject, send an example through **Ask RacingOwl**.

Q Does pressing "I have dealt with this" remove the post?

No. It only closes the report. Remove or hide the content first, through **Go and look**.

Q My course disappeared and I got an email saying RacingOwl hid it.

Read the reason in the email. If the automatic filter hid it, a person at RacingOwl will look; if you believe it was a mistake, say so in **Ask RacingOwl**. Once restored, it reopens to exactly the learners it was open to.

Q I switched phone alerts on, but my second phone does not buzz.

Each device is switched on separately. Repeat the steps on the second phone; on an iPhone, add RacingOwl to the home screen first.

Q Can my instructors get alerts too?

Yes. Instructors get the bell, can switch on phone alerts, and with a verified number get WhatsApp messages about sales, new members and reports. Messages about your RacingOwl plan's bill, the GST watch and a site suspension go to the owner only.

Related: Discussions and reviews, Chats with learners, WhatsApp alerts for your learners, Your instructor profile, Ask RacingOwl.

THE REST OF THE GUIDE

This is chapter 15 of 17 of the RacingOwl Trainer's Guide. The full guide, every other chapter as its own PDF, and the online version are at racingowl.com/trainer-guide. Stuck? Press **Ask RacingOwl** at the bottom right of any Manage page.