How the Award Failed Email Works

Emails · https://a2bmanager.com/docs/award-failed/

Embedded media: https://a2bmanager.com/wp-content/uploads/2026/10/award-failed-walkthrough-v3.mp4

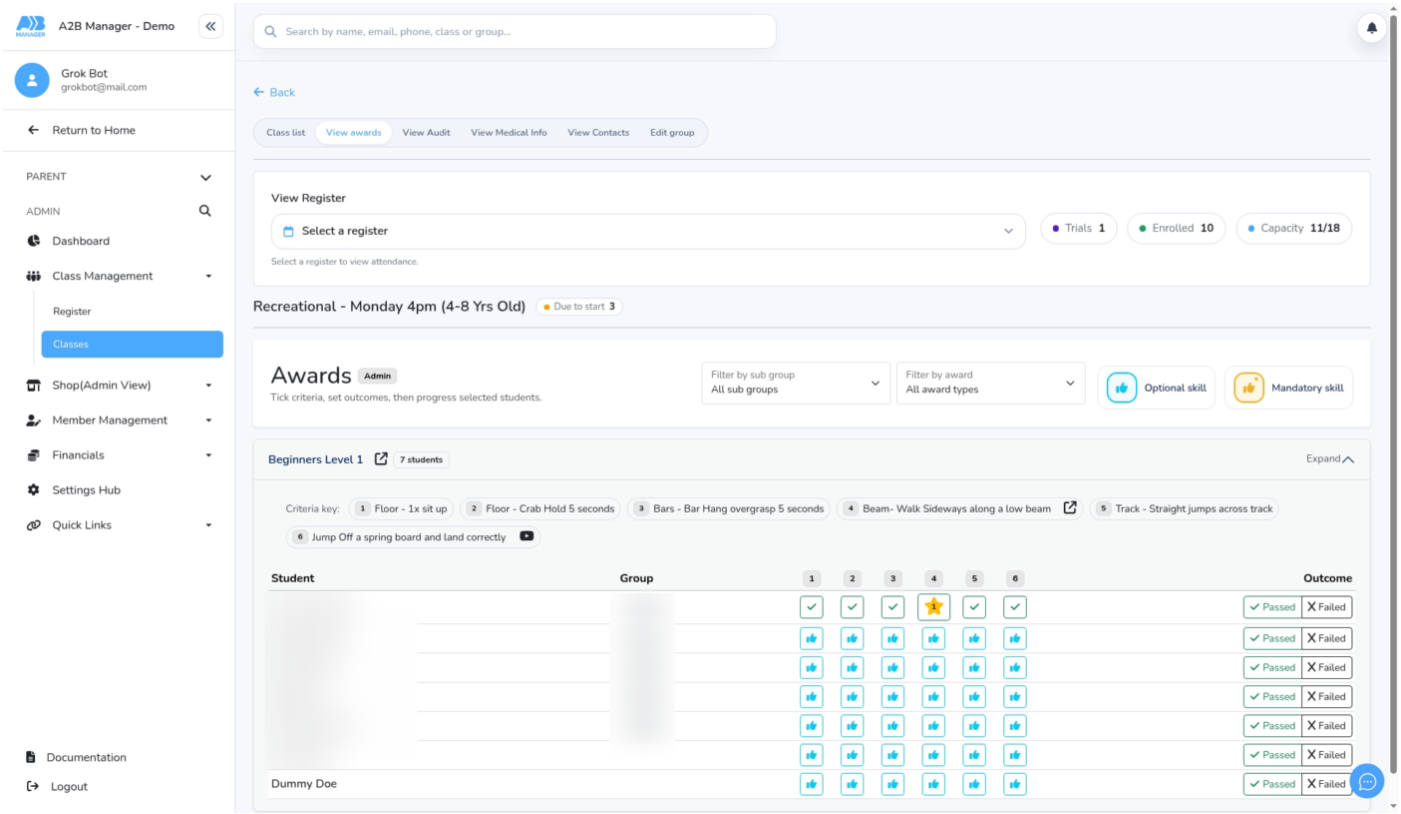
Video walkthrough

When a coach marks a student as failed on an award item, the parent is emailed automatically with the Award Failed email.

Marking the outcome

Step 1: Open View awards (0:00)

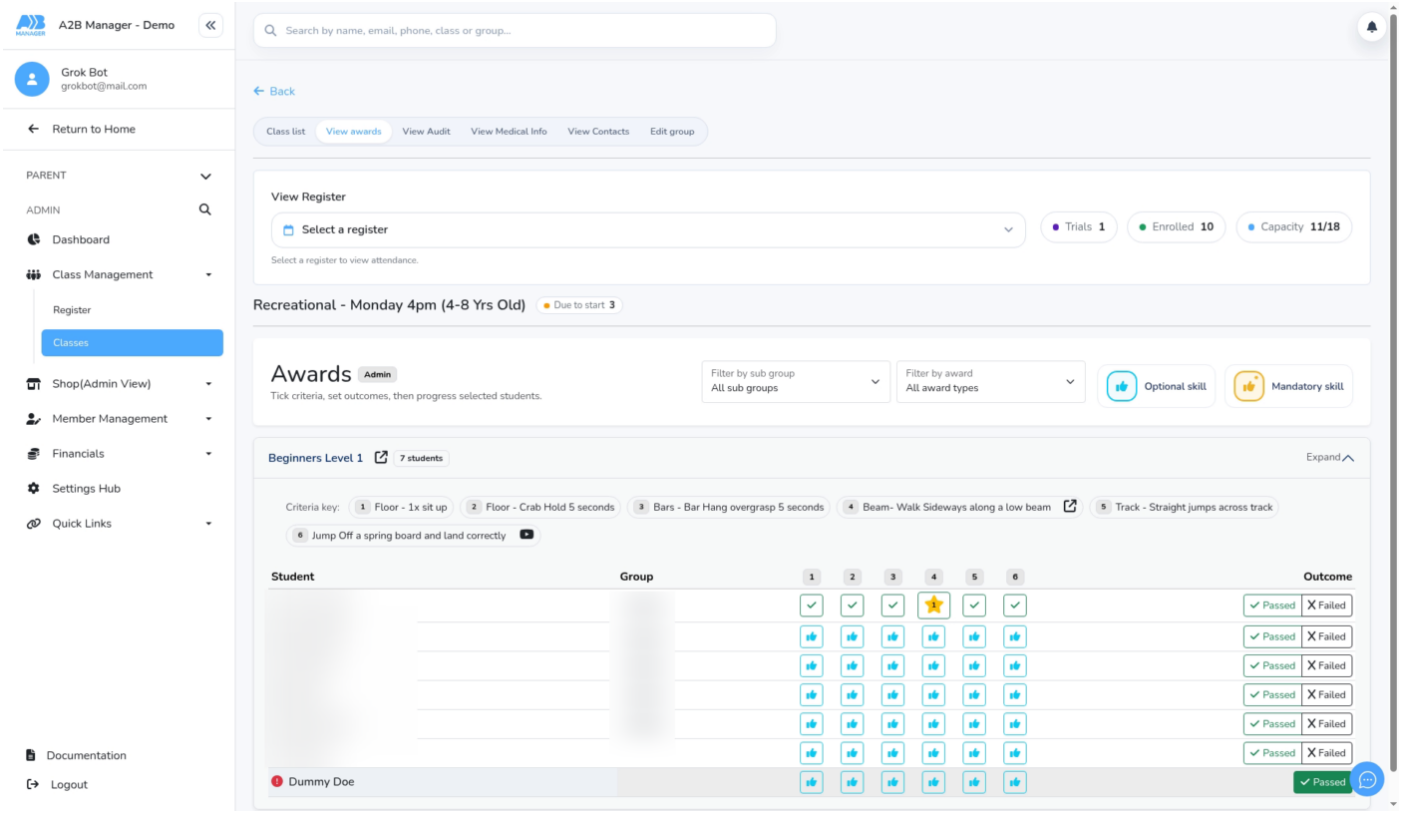
- Open the class and click **View awards**.
- Each student has a row with the criteria ticks and, under **Outcome**, **Passed** and **Failed**.



Step 1: View awards

Step 2: Mark the student as failed (0:12)

- Click **Failed** on the student's row.
- A red **!** appears next to their name; hover it to see the fail date. **Failed** can be used once per student per award each day, so the button is replaced with **Passed**.
- The **Award Failed** email is sent to the parent straight away. There's no option to skip it.



Step 2: Mark the student as failed

The Award Failed email

- Find it under **Settings Hub** > **Email Templates** > **Award Failed**. You can change the wording, for example to add next steps or a link.
- The default message is: *Dear {ParentFirstName} {ParentLastName}, {StudentFirstName} {StudentLastName} has failed {AwardDetails}*
- It goes to the student's parent.

Download the PDF guide (optional)