

Create a New Custom Email Template

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Overview

When the [Messaging](#) action has been created on a workflow transition, an email is sent to the users referenced in the **Roles** field on the workflow transition when the object transitions to the next state. The contents of the email are based on the email template selected when the action was created.

User Account Requirements

The user account you use to log into Resolver must have Administrator permission to configure and create email templates.

Related Information/Setup

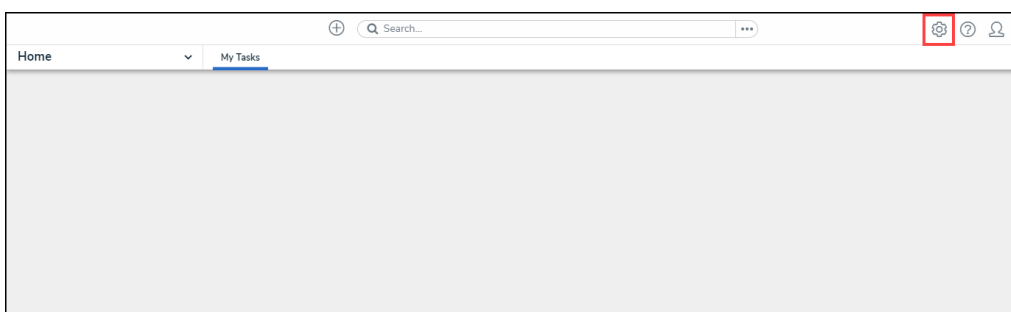
Please refer to the [Using an Organization Logo for Branding Email Templates](#) article for further information on how to use the organization logo to brand email templates.

Please refer to the [Popular Markdown Styles](#) article for more information on Markdown Formatting.

Please refer to the [Email Template Variables](#) article for more information on adding email variables.

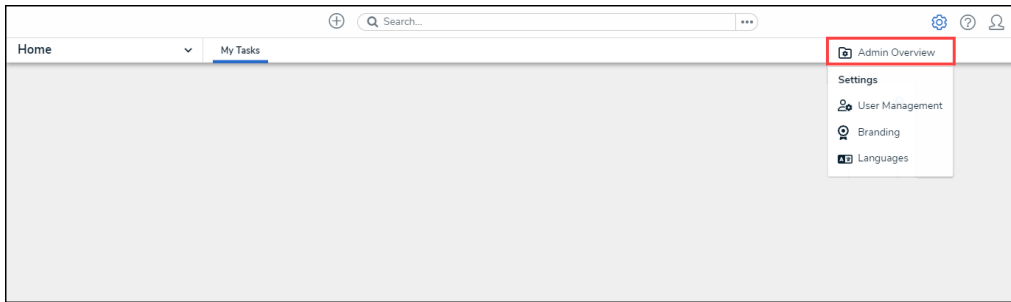
Navigation

1. From the **Home** screen, select the **Administration** Icon.



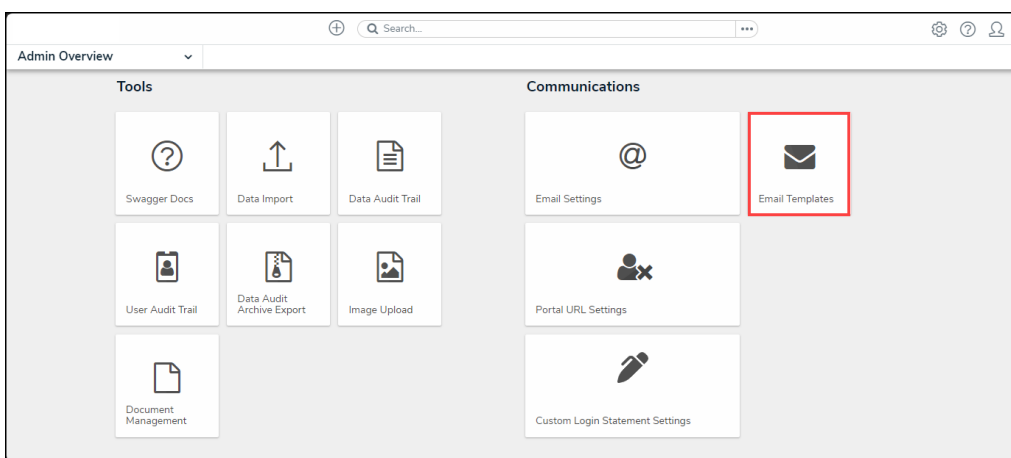
Administration Icon

2. From the **Administration Settings** menu, click the **Admin Overview** link.



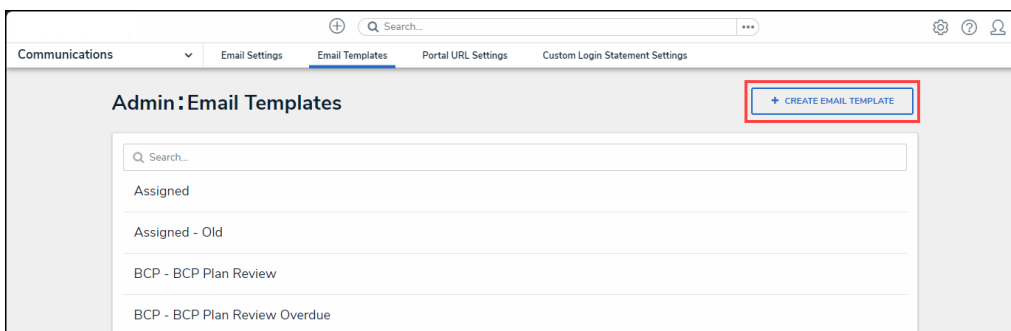
Admin Overview Link

3. From the **Admin: Overview** screen click the **Email Templates** tile under the **Communications** section.



Email Templates Tile

4. From the **Admin: Email Template** screen, click the **+ Create Email Template** button.



+ Create Email Template Button

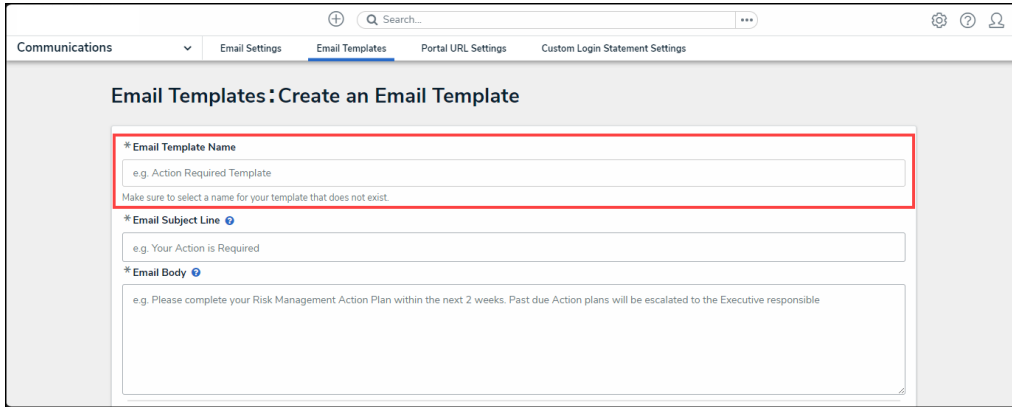


Note:

All Organizations have two default templates (Assigned and Standard) that are listed on the **Admin: Email Templates** screen. For more information see the [Edit the Default \(Standard or Assigned\) Templates](#) article.

Creating a New Email Template

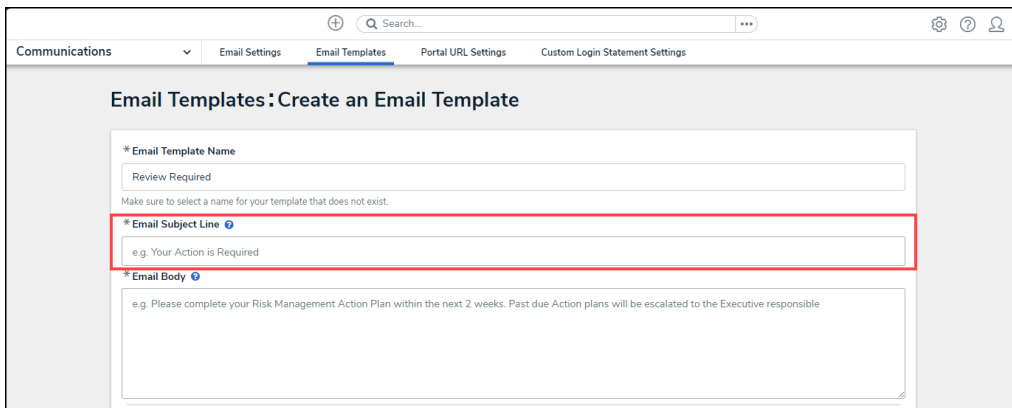
1. From the **Email Templates: Create an Email Template** screen, enter a unique email template name in the **Email Template Name** field. An email template name cannot be used more than once.



The screenshot shows the 'Email Templates: Create an Email Template' form. The 'Email Template Name' field is highlighted with a red border. The field contains the text 'e.g. Action Required Template'. Below the field, there is a note: 'Make sure to select a name for your template that does not exist'. The 'Email Subject Line' field contains 'e.g. Your Action is Required' and the 'Email Body' field contains 'e.g. Please complete your Risk Management Action Plan within the next 2 weeks. Past due Action plans will be escalated to the Executive responsible'.

Email Template Name Field

2. Enter an email subject in the **Email Subject Line** field. The subject line entered must be at least 5 alphanumeric characters.
 - User can also use the **{orgName}** variable in the **Email Subject Line** field to automatically populate their organization's name. The **{orgName}** variable is case sensitive.



The screenshot shows the 'Email Templates: Create an Email Template' form. The 'Email Subject Line' field is highlighted with a red border. The field contains the text 'e.g. Your Action is Required'. The 'Email Template Name' field contains 'Review Required' and the 'Email Body' field contains 'e.g. Please complete your Risk Management Action Plan within the next 2 weeks. Past due Action plans will be escalated to the Executive responsible'.

Mail Subject Line Field

3. Enter a custom message in the **Email Body** field. The custom message entered in the **Email Body** field must be at least 10 alphanumeric characters.

The screenshot shows the 'Email Templates: Create an Email Template' form. The 'Email Body' field is highlighted with a red border. The text in the field reads: 'e.g. Please complete your Risk Management Action Plan within the next 2 weeks. Past due Action plans will be escalated to the Executive responsible'.

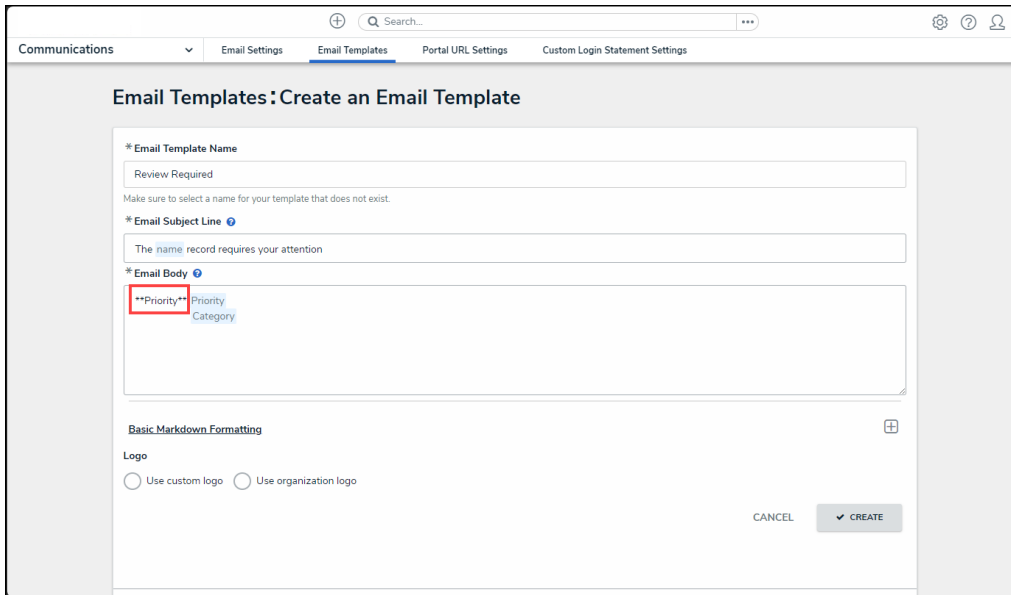
Email Body Field

4. Type a + sign in the **Email Subject Line** or **Email Body** field to embed a field or property variable. Type a field or property keyword after the + sign to narrow the variables list and select a **Variable** from the dropdown menu to insert it. See the [Email Template Variables](#) article for more information on adding email variables, including which fields and properties are supported.

The screenshot shows the 'Email Templates: Create an Email Template' form. The 'Email Body' field is highlighted with a red border. A dropdown menu is open, showing a list of variables: Primary Location (INVOLVED LOCATION), Primary Temp (INVOLVED LOCATION), Primary Use Case (INCIDENT TYPE), Priority (ISSUE), and Priority (CASE). The 'Priority (CASE)' option is selected.

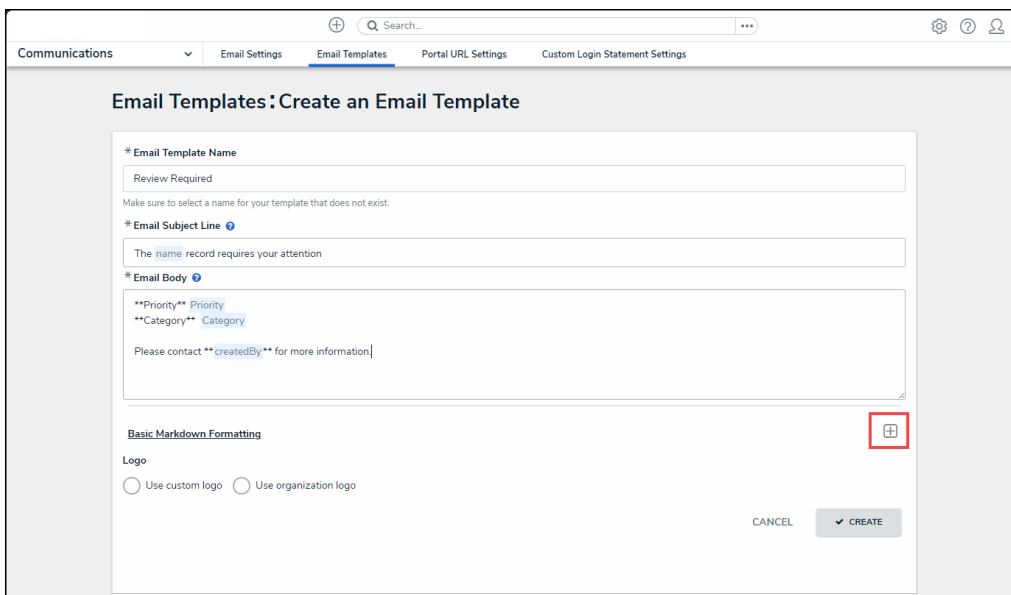
Adding a Variable

5. Users can apply Markdown Formatting to the text within the **Email Body** field.



Markdown Formatting

6. Click the **Expand** icon under the Basic Markdown Formatting section to view a list of basic formatting commands. For more information applying formatting, see [Popular Markdown Styles](#).



Expand Icon

7. Click on a Logo option to display your company's logo in the top-left corner of the email template.
 - **Use Custom Logo:** Allows users to update a complete logo for use on the email template. Enter the logo's URL in the **Logo Public Logo** field to upload the logo.
 - The logo must be in JPEG, JPG, or PNG format.
 - The URL must end in .jpeg, .jpg, or .png.

- The dimensions of the logo are 150 x 50 px.

The screenshot shows the 'Email Templates: Create an Email Template' form. The 'Logo' section is highlighted with a red box. It contains the following elements:

- Logo:** Two radio buttons: 'Use custom logo' (selected) and 'Use organization logo' (unselected).
- Logo Public URL:** An input field for pasting a public URL, highlighted with a red box.
- Text:** 'Upload your company's logo to a file storage website and then paste the public URL above'.
- Buttons:** 'CANCEL' and 'CREATE' buttons at the bottom right.

Use Custom Logo/Logo Public URL

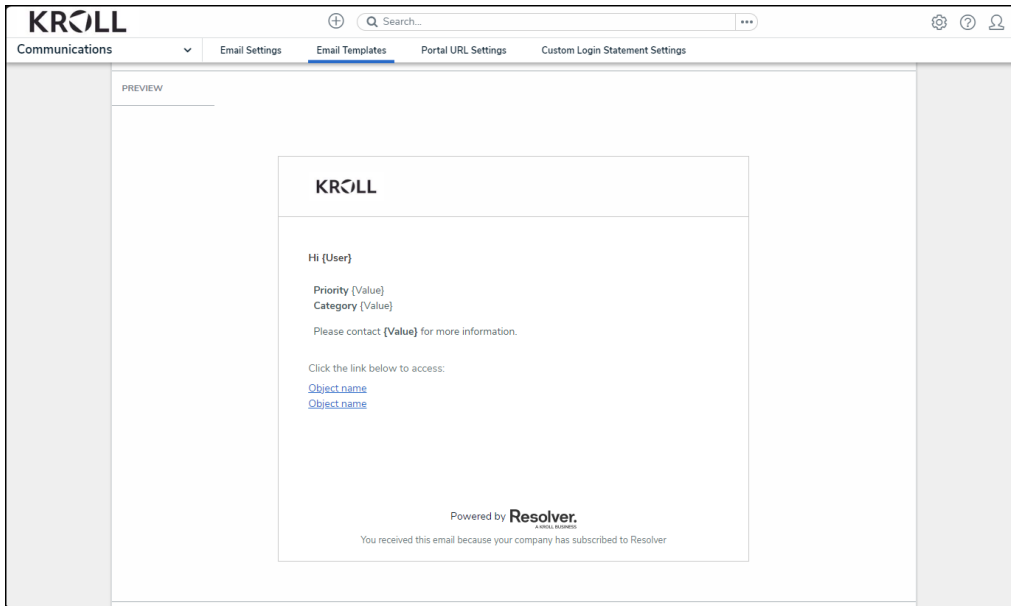
- **Use Organization Logo:** Allows users to use the organization logo to brand the email template. Please refer to the [Using an Organization Logo for Branding Email Templates](#) article for further information.

The screenshot shows the 'Email Templates: Create an Email Template' form. The 'Logo' section is highlighted with a red box. It contains the following elements:

- Logo:** Two radio buttons: 'Use custom logo' (unselected) and 'Use organization logo' (selected).
- Preview:** A small preview of the organization logo with the URL 'https://4839-b368-5eac80e49719.jpg'.
- Buttons:** 'CANCEL' and 'CREATE' buttons at the bottom right.

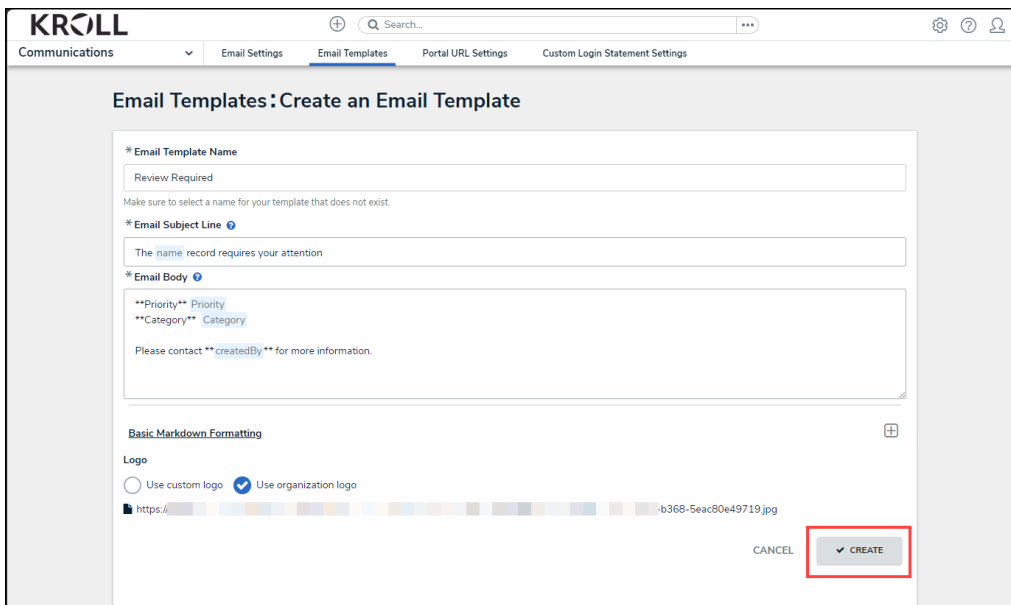
User Organization Logo

8. Scroll to the **Preview** section to review the email template's appearance.



Preview Section

9. Click the **Create** button to save your changes and create the email template.



Create Button