
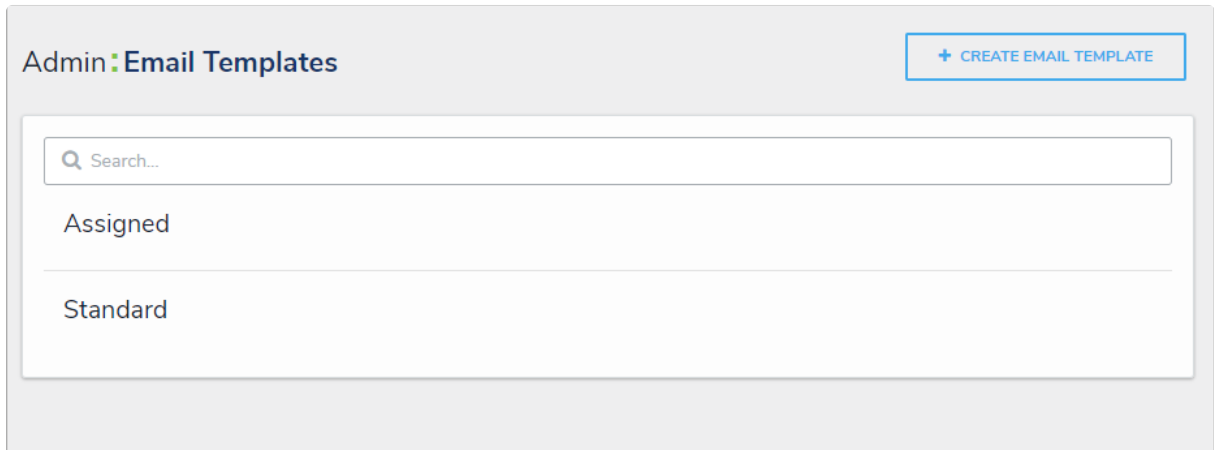


Create a New Custom Email Template

Last Modified on 04/20/2021 10:06 am MDT

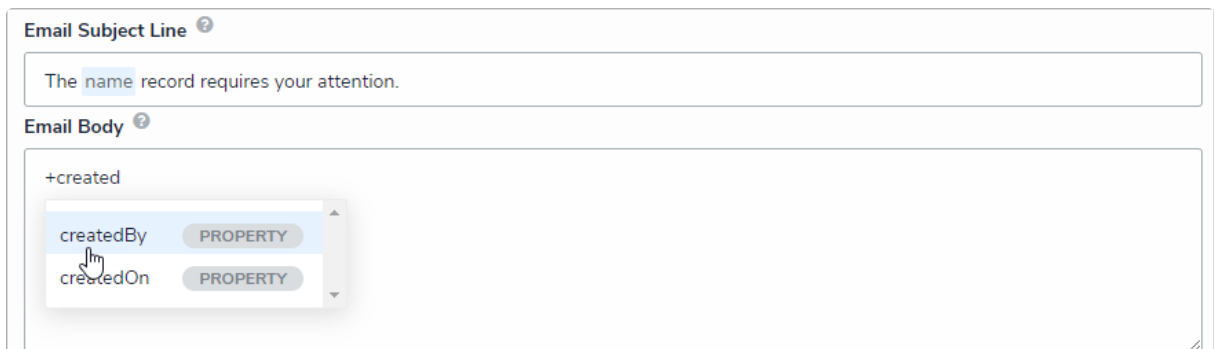
To create a new email template:

1. Click the  icon in the top bar > **Email Templates** in the **Communications** section.
2. Click **Create Email Template** to display the **Create an Email Template** page. Note that all organizations have two default templates that will appear on this page. See [Edit the Default \(Standard or Assigned\) Templates](#) for more information.




*The **Email Templates** settings page.*

3. Enter a name for the template in the **Email Template Name** field, ensuring the name has not already been assigned to another template.
4. Enter a subject line in the **Email Subject Line** field. This line must be a minimum of 5 alphanumeric characters. To automatically populate the name of your Resolver Core organization in this field using a variable, alone, or with additional text, enter **{orgName}**. The **{orgName}** variable is case-sensitive.
5. Enter a custom message in the **Email Body** field. This message will appear above the links to the relevant objects and requires a minimum of 10 alphanumeric characters.
6. **Optional:** To embed a field or property variable, type **+** in the **Email Subject Line** or **Email Body** field, begin typing a field or property name to narrow down the search results, then click the variable to add it to the template. See the [Email Template Variables](#) article for more information on adding email variables, including which fields and properties are supported.



Variables in an email template.

7. **Optional:** Apply styling to a custom message or variable(s) in the **Email Body** field. To view basic styles, click the  icon in the **Basic Markdown Formatting** section. For more information applying formatting, see [Popular Markdown Styles](#).

Email Template Name

Make sure to select a name for your template that does not exist.

Email Subject Line ⓘ

Email Body ⓘ

****Priority:**** Priority

****Category:**** Category

****Requirements:**** Requirement

Contact ****createdBy**** for more information.

Basic Markdown Formatting ☰

| HEADERS | EMPHASIS | LISTS | |
|---------|--------------------------|------------------|----------------|
| # h1 | <i>*italic*</i> | <u>Unordered</u> | <u>Ordered</u> |
| ## h2 | **bold** | -Item 1 | 1. Red |
| | strikethrough | -Item 2 | 2. Green |
| | | -Item 3 | 3. Blue |

A new email template with Markdown formatting and variables.

8. **Optional:** To display your company's logo in the top-left corner of the template, type or paste the public [URL of the image](#) in the **Logo** field. When inserting a custom logo in an email template, note that:
- The logo must be saved in JPEG, JPG, or PNG format.
 - The image URL must end in .jpeg, .jpg, or .png. If the URL does not end in one of these file extensions, the **Logo** field will display an error.
 - The ideal dimensions of the logo are 150 x 50 px. If the image is larger or smaller, it will be reduced or enlarged in the template.

Logo

Upload your company's logo to a file storage website and then paste the public URL above


CANCEL
✓ CREATE

The Logo field. If the URL does not end in a .jpg, .jpeg, or .png, an error will be displayed.

9. Click **Create** to save your changes and view the **Edit Email Template** page, where you can view a preview of the template, make changes to any of the fields, and view a list of [workflows](#) associated with the template in the **Email Template Workflow References** section.

If the email template is being used in a workflow, the object type's monogram, name, and workflow

name will appear in this section as a link (e.g. [Object Type Name] - Workflow [Workflow Name]). Clicking these links will display the related Edit Workflow page.


 RESOLVER

Hello {User}

Priority: {Value}
Category: {Value}
Requirements: {Value}

Contact {Value} for more information.

Click the link below to access:
[Object name](#)
[Object name](#)

Powered by  RESOLVER

You received this email because your company has subscribed to Resolver Core

Email Template Workflow References

This Email Template is linked to the following Workflows:

There are no Workflows linked to this Email Template

The Edit Email Template page displaying a preview of the email and associated workflows, if any.