

# Using an Organization Logo for Branding Email Templates

Last Modified on 10/02/2024 1:48 pm EDT

## Overview

Administrators can use the organization logo for branding email templates.

Customer Administrators no longer have to do email template configuration work for sent emails to be branded.

## User Account Requirements

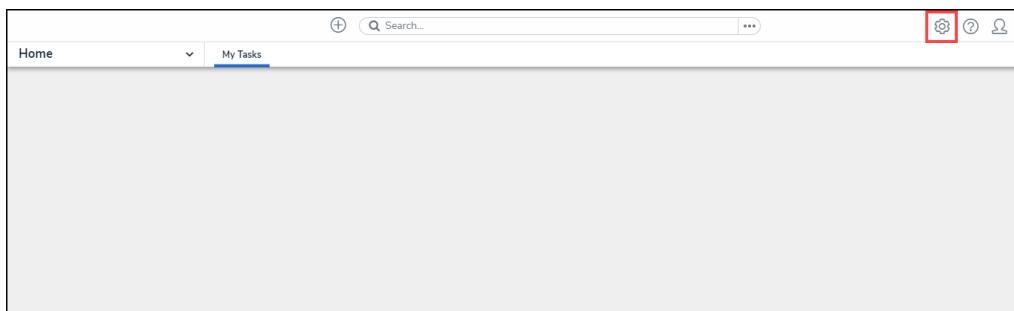
The user must have Administrator permissions in order to access the ***Admin: Email Template*** screen.

## Related Information/Setup

Please see the [Adding an Organization Logo](#) article for more information on how to add an organization logo.

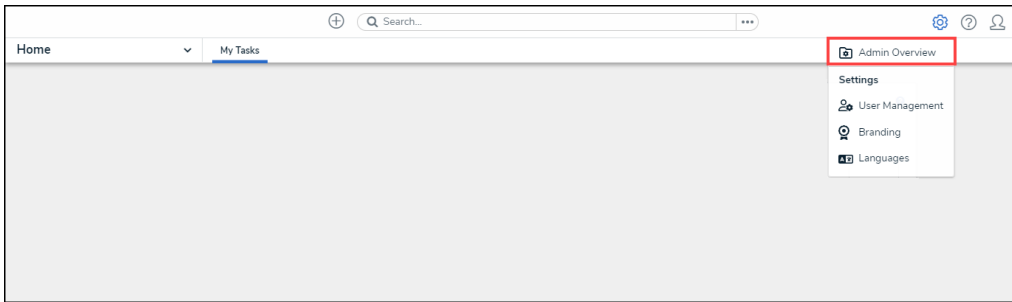
## Navigation

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



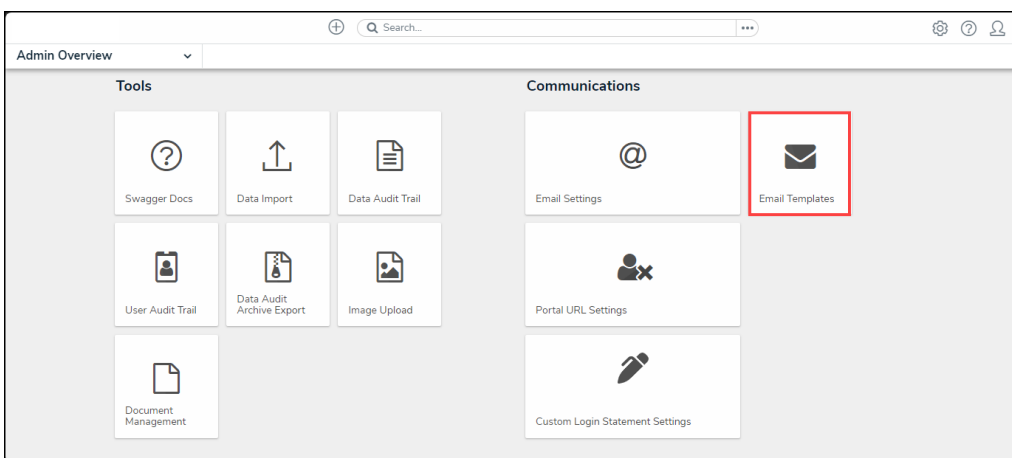
*Administration Icon*

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



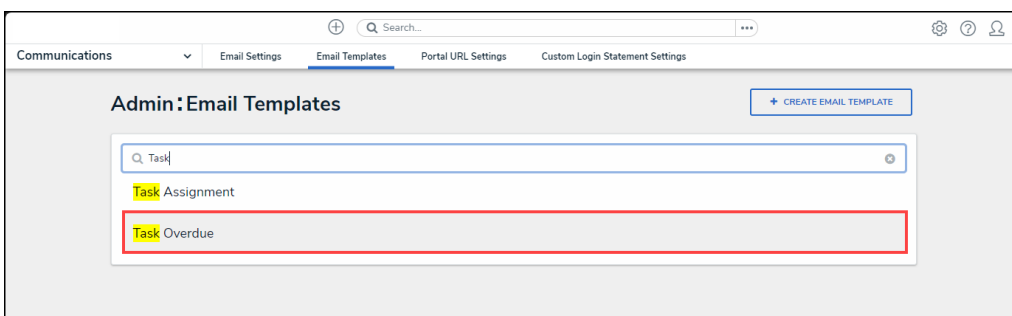
*Admin Overview Link*

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



*Email Templates Tile*

4. Click on an **Email Template** link.



*Email Template Link*

## Using an Organization Logo for Branding Email Template

1. From the **Email Templates: Edit Email Templates** screen, scroll to the **Logo** section.

The screenshot shows the 'Email Templates: Edit Email Template' form. The form has three main sections: 'Email Template Name', 'Email Subject Line', and 'Email Body'. The 'Email Template Name' field contains 'Task Overdue'. The 'Email Subject Line' field contains 'Task: name is OVERDUE'. The 'Email Body' field contains a markdown template with placeholders for task details. A red box highlights the 'Logo' section at the bottom, which contains two radio buttons: 'Use custom logo' and 'Use organization logo'. The 'DONE' button is visible at the bottom right of the form.

*Logo Section*

2. Click the **User organization logo** radio button to use the uploaded organization logo to brand the email template. Please refer to the [Adding an Organization Logo](#) article for more information on how to add an organization logo.
3.
  - **Organization Logo is Upload Through Branding Settings:**
    - The Organization Logo's URL will be displayed.
    - The Organization Logo will appear in the **Preview** section.
    - The Organization Logo will appear on the sent email.

The screenshot shows the 'Email Templates: Edit Email Template' page in the Resolver interface. The 'Email Template Name' is 'Task Overdue'. The 'Email Subject Line' is 'Task: name is OVERDUE'. The 'Email Body' contains a message about an overdue task with placeholders for task details. The 'Basic Markdown Formatting' section is expanded, and the 'Logo' section is highlighted with a red box. It shows the 'Use organization logo' option selected and a URL to a logo file. Below the logo section is a 'PREVIEW' section, also with a red box highlighting the logo placeholder in the rendered email template.

*Organization Logo is Uploaded Through the Branding Settings*

- **Organization Logo is not Uploaded Through Branding Settings:**
  - A primary alert will appear stating No organization logo has been uploaded yet. This email template will start using the organization logo as soon as it is uploaded in the Branding settings.
  - The logo section on the email template will be blank on sent emails.

Communications | Email Settings | **Email Templates** | Portal URL Settings | Custom Login Statement Settings

### Email Templates : Edit Email Template

**\* Email Template Name**

Task Overdue

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

**\* Email Subject Line**

Task: `{name}` is OVERDUE

**\* Email Body**

```
## The following task is now overdue.  
&nbsp;  
**Task:** {name}  
**Due Date:** {Due Date}  
**Assigned Date:** {Assigned Date}  
**Related Object Name & Description:** {Task Related Information}
```

Please use the link to complete the task as soon as possible. Subsequent reminders will continue to be sent until the task is completed or reassigned.  
&nbsp;

**Basic Markdown Formatting**

**Logo**

Use custom logo  Use organization logo

No organization logo has been uploaded yet. This email template will start using the organization logo as soon as it is uploaded in the Branding settings.

*Organization Logo is not Uploaded Through the Branding Settings*