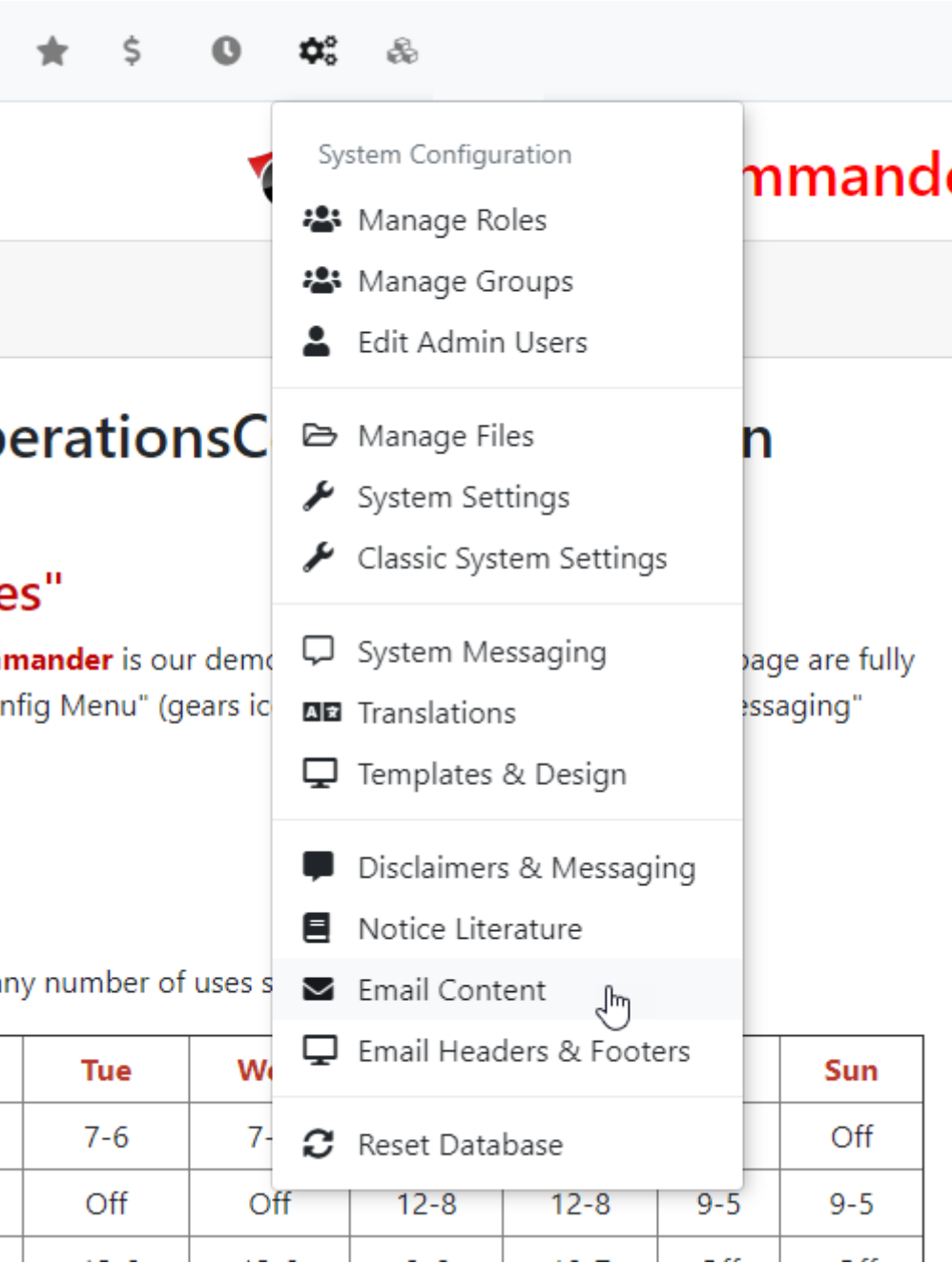


Email Templates

Navigate to Email Templates

In order to find your current default email templates, you will have to login as an admin and navigate to the system config cog. From this drop-down menu, you should see **Email Content**.



Editing Default Email Templates

To edit the default email templates, you can click the **Edit** button next to the template you wish to adjust. After you click this, you will be taken to another area where you can make your changes to the current email template.

Email Templates				
Type	Label Subject	English	Français	Notes
Unused Template	Appeal Decision Your recent appeal (ticket# [violation show=Ticket])	Edit	Create	Appeal has been processed by an administrator.
Appeal Submitted	Appeal Submitted by User Appeal Submitted	Edit	Create	Appeal submitted by user
Unused Template	Failed Import Notification CSV Import Failed Records	Edit	Create	An automated message sent when CSV fails to import users.
Incident Report	Incident Report Incident Report [INCIDENTNO]	Edit	Create	Not used at this time.
Lost Password	Lost Password Your Password	Edit	Create	The lost my password email

Using Shortcodes

Each email template will have available shortcodes that you can use to craft your message to your liking. The shortcode tokens are displayed on the left of the template editor. As you can see in the image below, the email template for **Appeal Submitted by User** offers the ability to craft messages without knowing when the ticket was appealed, as well as the ticket being appealed. This offers you a very quick and seamless way to make your email templates more engaging and informative.

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Quick Search... 🔍

Type

Appeal Submitted

Language

English Français Token

Layout

Default Layout

Subject

Appeal Submitted

HTML Content

This email uses special tokens that are replaced when sent. The tokens available for this email template include:

[violation show="Ticket"]

The ticket number of the violation.

[violation show="Due"]

Due Date.

[violation show="Issued"]

The date the violation was issued.

[violation show="TicketAppeal" format="Y/m/d h:i a"]

The date the violation was appealed, with the format of the date. If the format value is invalid, it will show a blank date. View [PHP: DateTime](#) to see how to format the date.

File Edit Insert View Format Table Tools

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Formats

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Your appeal has been submitted for ticket number [violation show=Ticket] on [violation show=TicketAppeal format="Y-m-d h:i a"].

Thank you.

You should be able to use these codes in the smart editor to the right and it will display the appropriate information to the desired user. The smart editor also gives you the ability to add images and format your messages.

Email Template Fields - What do they do?

Label	The label field is how you will identify your email templates.
Type	The type is an nonadjustable value that lets you know the type of the email template.
Language	This field contains two options that allow you to select between French or English.
Layout	Select the layout that surrounds your messaging, this allows you to have multiple different layouts for different email templates. These layouts include your email header, footer, and its styling. You can create or adjust email template layouts under System Config → Email Headers & Footers .
Subject	This is the subject of the message you wish to send under the current email template.
HTML Content	Here you will write the message your users will receive. You can insert images, shortcodes, and use the smart editor, to format your messages just like other word processors.

Label	The label field is how you will identify your email templates.
Text Content	This section is a simple text editor that does not offer the use of shortcodes or any formatting. This is simply for the message itself and not necessarily the

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