Customizing website email messages

Default, generic email messages for specific circumstances are available from your website. These messages can be changed to custom messages which you can assign to the appropriate circumstance. You can create a custom email message to send in place of the web site's default/generic email message.

> **Where do I find it?**
>
> You can find the Email Messages page by going to **Features > Email Messages**.
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>

The following actions are available for Site Messages with the specified service and user roles:

Action	Description	Services	User Roles
View	Able to view the current Web Site Messages.	Web Site	Content Admin
Add	Able to add a Web Site Message.	Web Site	Content Admin
Update Assignments	Able to update the Web Site Message Assignments.	Web Site	Content Admin

To use a custom email message:

1. Click **Add a Message** from the **Web Site > Web Site Messages** page.
2. Enter a **Name** for the custom email message.
3. Select the way the email message should be sent: text or HTML (HTML coming soon).
4. Enter the **Subject** and **Body** of the custom email message.
5. Click **Save Message**.

Once you have created a custom email message, you can assign that new email message to any of the available events. To assign a message, click **Message Assignments** from the **Site Email Messages** page.

Creating messages and setting message assignments

On the **Message Assignments** page, you can select the message to use for each of the following web site messages. You can also enter a custom *from* email address. If you do not enter a *from* address the message will be sent from your organization's email address.

Contacts, Registration Invitation

Select the email message you want to send to people you add as contacts on your website, and choose to send them a registration invitation. This email message should invite the person to register on your website, and should include a link to your site.

Online Form Applicant Contact

Select the email message you want to load on the **Contact Applicant** page. This email will act as a template which can be changed before it's sent.

Inventory Loan Due Date Reminder

Select the email message you want to send to contacts who have an upcoming due date for a borrowed/loaned inventory item.

Sponsorship Thank You Message

Select the email message you want to send to people when you add/confirm an animal sponsorship.

Sponsorship Expiration Message

Select the email message you want to send to people when a sponsorship is expiring.

Popular Questions

We can't find any questions. Check the topic exists.

Have a question about this topic?