

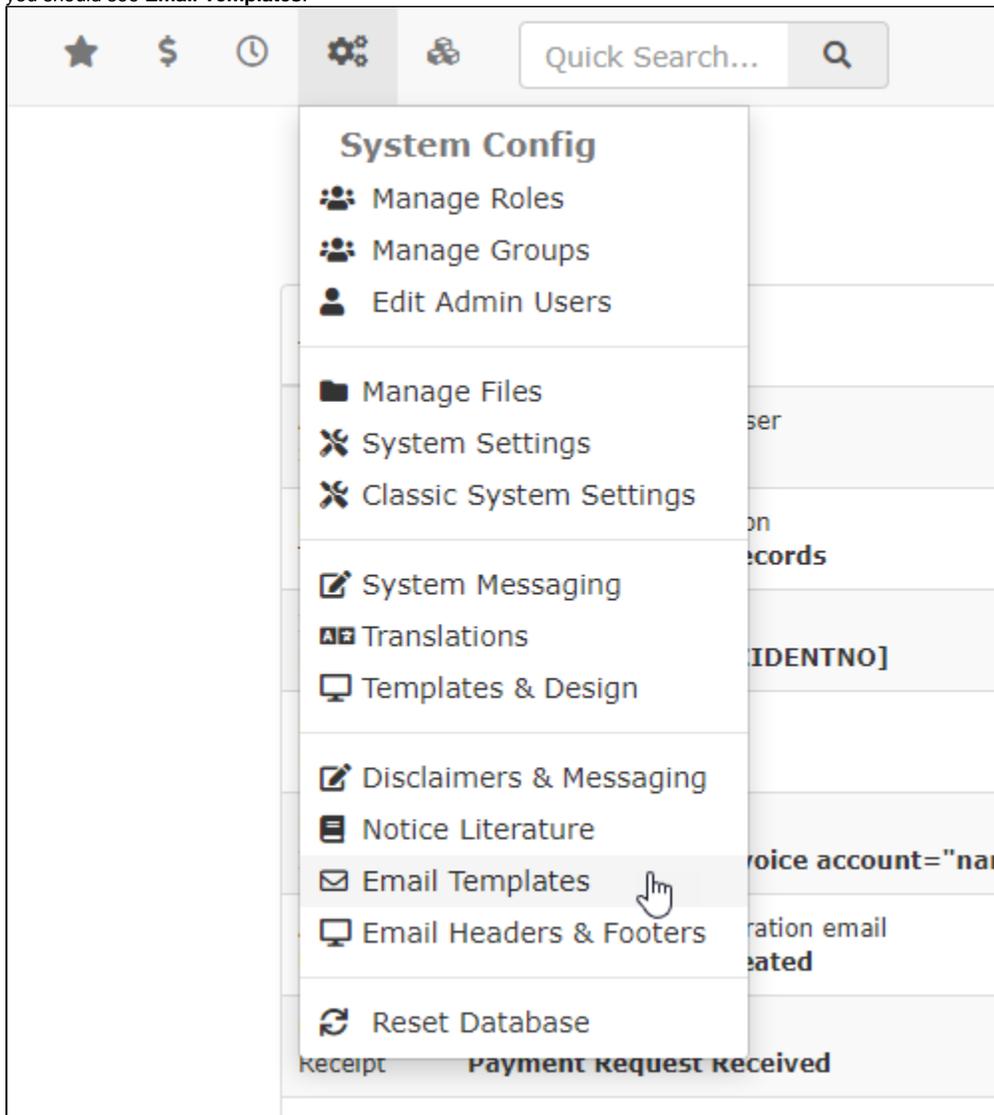
# Email Templates

Default email templates are used when clients receive receipts/messaging for payments, password resets, incident reports, permit invoice, and appeals submitted by users. By editing these templates you are adjusting these messages to include the desired text and images you prefer.

- [Navigate to 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 Templates**.



## 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.

Type	Label Subject	English	Français	Token	Notes
Appeal Submitted	Appeal Submitted by User <b>Appeal Submitted</b>	<a href="#">Edit</a>	<a href="#">Create</a>	<a href="#">Create</a>	Appeal submitted by user
Unused Template	Failed Import Notification <b>CSV Import Failed Records</b>	<a href="#">Edit</a>	<a href="#">Create</a>	<a href="#">Create</a>	An automated message sent when CSV fails to import users.
Incident Report	Incident Report <b>Incident Report [INCIDENTNO]</b>	<a href="#">Edit</a>	<a href="#">Create</a>	<a href="#">Create</a>	Not used at this time.
Lost Password	Lost Password <b>Your Password</b>	<a href="#">Edit</a>	<a href="#">Create</a>	<a href="#">Create</a>	The lost my password email
Permit Invoice	Permit Invoice <b>Invoice is ready: [invoice account="name"]</b>	<a href="#">Edit</a>	<a href="#">Create</a>	<a href="#">Create</a>	Send emailed invoices to companies that have outstanding permits.
Activate User	Create password registration email <b>Account has been created</b>	<a href="#">Edit</a>	<a href="#">Create</a>	<a href="#">Create</a>	Allow users to set their password.
User Receipt	User Receipt <b>Payment Request Received</b>	<a href="#">Edit</a>	<a href="#">Create</a>	<a href="#">Create</a>	The receipt the user receives after a payment has been submitted.
Selected From Waiting	Waitlist Selected <b>Your Permit Is Ready [waitlist show="fullname"]</b>	<a href="#">Edit</a>	<a href="#">Create</a>	<a href="#">Create</a>	The notification to the user that the admin has either selected them from the waitlist to receive a permit, or extended the time they have to pay for a permit before picking someone else.

## 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 seeming less way to make your email templates more engaging and informative.

Quick Search...
Q

**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.

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

Thank you.

File Edit Insert View Format Table Tools

Undo Redo Bold Italic Text Color Background Color Bulleted List Numbered List Link Image Shortcode Help

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?

<b>Label</b>	The label field is how you will identify your email templates.
<b>Type</b>	The type is a nonadjustable value that lets you know the type of the email template.
<b>Language</b>	This field contains two options that allow you to select between french or English.
<b>Layout</b>	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 <b>System Config Email Headers &amp; Footers</b>
<b>Subject</b>	This is the subject of the message you wish to send under the current email template.
<b>HTML Content</b>	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.
<b>Text Content</b>	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 layout.