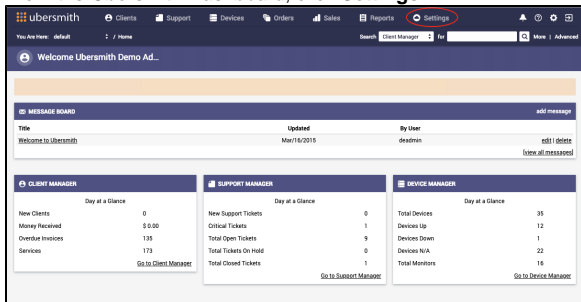


# Adding Email Templates

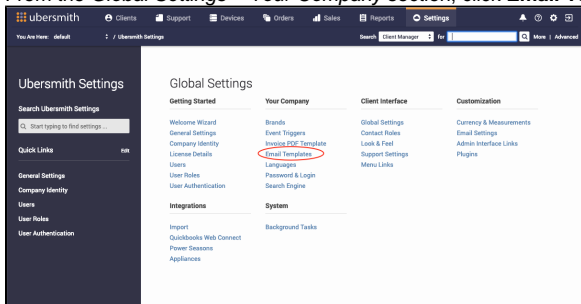
This page creates and manages your custom email templates. Email templates are used throughout the system to enable emails to be automatically populated with a subject and body text, that you define here. You can select a template from a drop-down field when you are sending an email from Ubersmith.

## Accessing the Email Templates Page

1. From the *Ubersmith Dashboard*, click **Settings**.



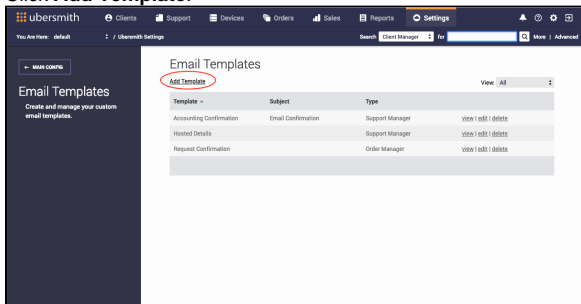
- The *Settings* page appears.
2. From the *Global Settings – Your Company* section, click **Email Templates**.



The *Email Templates* page appears.

## Complete the

1. Click **Add Template**.



- The *Email Template* page appears.
2. In the **Template Name** field, enter the name of your email template.
  3. In the **Template Type** field, select the type of template. This will enable the template to be used for either notification, Order Manager or Support Manager emails.
  4. In the **Subject** field, enter the subject of the email.
  5. In the **Body** field, enter the body of the email.
  6. Click **View Variables** to display the *View Variables: Email* page which lists all the system variables you can use to customize your email. This page lists different variables based on the template type you selected above.

On this page:

On this page:

- [Accessing the Email Templates Page](#)
- [Complete the](#)
- [Related Topics](#)

7. Click **Save**.

The screenshot shows the 'Email Template' configuration interface in UberSmith. The page has a dark blue header with the 'ubersmith' logo. The main content area is white and contains the following fields:

- Template Name:** Ticket Receipt Confirmation
- Template Type:** Support Manager (with a dropdown arrow)
- Subject:** Ticket Receipt Confirmation
- Body:** A large text area containing the following text:

```
Dear {{first_name}},

We have received your request for support. The Support Department will get back to you
within 12 hours.

Sincerely,
Dennis Admin
```

Below the body text area is a link labeled 'View Variables' circled in red. At the bottom right of the form, there are two buttons: 'Save' and 'Cancel', both circled in red.

## Related Topics

[Managing Email Templates](#)