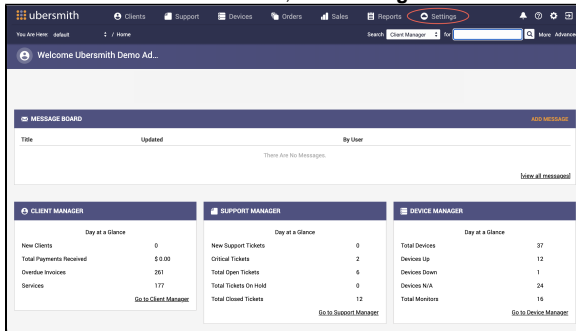


Configuring Client Communications

The *Client Communications* page lists the available welcome and password email templates to send your client's personalized emails including their specific information.

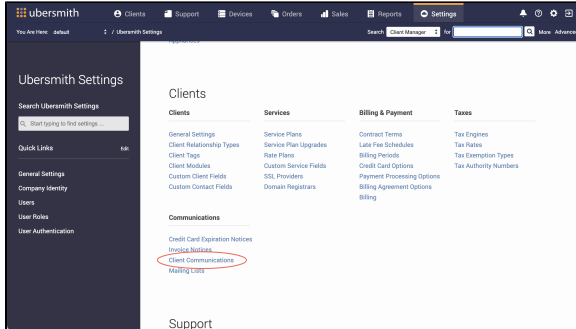
Access the Client Communications Page

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



The *Ubersmith Settings* page appears.

2. From the *Clients—Communications* section, click **Client Communications**.

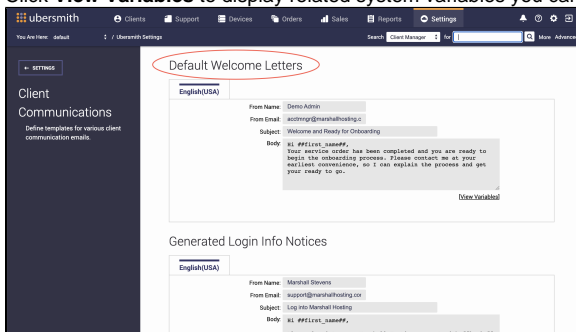


The *Client Communications* page appears.

Complete the Default Welcome Letters Section

You can create a default welcome letter that is sent when the [Send Welcome Letter](#) order action is included in an [order queue](#). You can also send it manually from the [Service Details](#) page.

1. In the **From Name** field, enter the name the email is coming from.
2. In the **From Email** field, enter the address the email is coming from.
3. In the **Subject** field, enter the subject of the email.
4. In the **Body** field, enter the content of your message.
5. Click **View Variables** to display related system variables you can use to customize your email.



Complete the Generated Login Info Notices Section

If you set Ubersmith to generate user and client passwords, use this email template to send them their login information. Once you create a client from the [Add New Client](#) page, the email is sent.

1. In the **From Name** field, enter the name the email is coming from.
2. In the **From Email** field, enter the address the email is coming from.
3. In the **Subject** field, enter the subject of the email.
4. In the **Body** field, enter the content of your message.

On this page:

On this page:

- [Access the Client Communications Page](#)
- [Complete the Default Welcome Letters Section](#)
- [Complete the Generated Login Info Notices Section](#)
- [Complete the Password Reset Notices Section](#)
- [Save Your Configuration Settings](#)
- [Related Topics](#)

5. Click **View Variables** to display related system variables you can use to customize your email.
6. In the **Auto-generate passwords for new clients** field, select **Yes** for Ubersmith to generate a password to be included in the email, using the variable **##accountpass##** in the body field.

The screenshot shows the 'Generated Login Info Notices' configuration in the Ubersmith interface. The 'Auto generate passwords for new clients' checkbox is checked. The email template preview shows a message from 'Marshall Stevens' with a subject 'Log into Marshall Hosting' and a body that includes a login link and a password generated by the system using the variable ##accountpass##.

Complete the Password Reset Notices Section

If users or clients need to reset their password, use this template to send a link for them to access the function.

1. In the **From Name** field, enter the name the email is coming from.
2. In the **From Email** field, enter the address the email is coming from.
3. In the **Subject** field, enter the subject of the email.
4. In the **Body** field, enter the content of your message.
5. Click **View Variables** to display related system variables you can use to customize your email.

The screenshot shows the 'Password Reset Notices' configuration in the Ubersmith interface. The email template preview shows a message from 'Marshall Stevens' with a subject 'Reset Password for Marshall Hosting' and a body that includes a password reset link and a password generated by the system using the variable ##accountpass##.

Save Your Configuration Settings

- Click **Update** to save your configuration settings.

The screenshot shows the 'Password Reset Notices' configuration in the Ubersmith interface. A red arrow points to the 'Update' button at the bottom right of the configuration area, indicating the step to save the settings.

Related Topics

[Working with Order Queues](#)

[Configuring Send Welcome Letter Order Module](#)

[Adding Clients](#)

[Managing Clients](#)

[Managing Contacts](#)

