

Edit the Default (Standard or Assigned) Email Templates

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By default, every organization has two email templates:

- **Standard:** Advises users that there are one or more objects that require attention.
- **Assigned:** Advises users that one or more objects have been assigned to them.

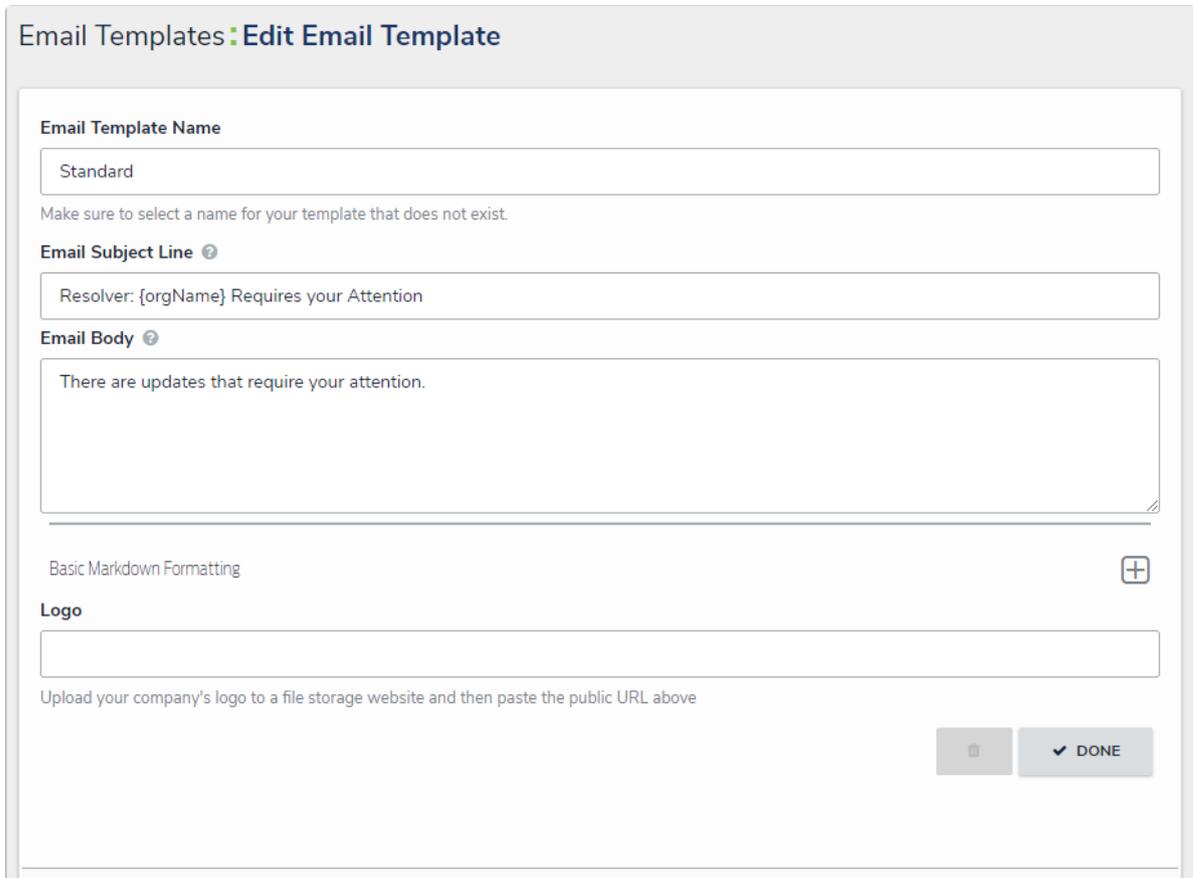
These templates cannot be deleted, however, all fields in the templates can be edited, including the template name.



Because each field in a template can be edited, the default templates in your organization may have been renamed.

To edit a default template:

1. Click the  icon in the top bar > **Email Templates** in the **Communications** section.
2. Click the default template you want to edit (**Standard** or **Assigned**) to open the **Edit Email Template Page**.



Email Templates: **Edit Email Template**

Email Template Name

Make sure to select a name for your template that does not exist.

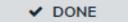
Email Subject Line ?

Email Body ?

Basic Markdown Formatting 

Logo

Upload your company's logo to a file storage website and then paste the public URL above

The Edit Email Template page.

3. Enter a new or revised name for the template in the **Email Template Name** field, ensuring the name has not already been assigned to another template.

4. Enter a new or revised subject line in the **Email Subject Line** field. This line must be a minimum of 5 alphanumeric characters. To automatically populate the name of your Resolver Core organization in this field using a variable, alone or with additional text, enter **{orgName}**. This variable is case-sensitive.
5. Enter a new or revised message in the **Email Body** field. This message will appear above the links to the relevant objects and requires a minimum of 10 alphanumeric characters.
6. **Optional:** To embed a field or property variable, type **+** in the **Email Subject Line** or **Email Body** field, begin typing a field or property name to narrow down the search results, then click the variable to add it to the template. See the [Email Template Variables](#) article for more information on adding email variables, including which fields and properties are supported.



The screenshot shows an email template editor interface. At the top, there is a section labeled "Email Subject Line" with a help icon. Below it is a text input field containing the text "The {name} record requires your attention." Below that is a section labeled "Email Body" with a help icon. Below it is a larger text area containing the text "+created" and a dropdown menu. The dropdown menu has two items: "createdBy" and "createdOn", each with a "PROPERTY" label to its right. A mouse cursor is pointing at the "createdBy" item.

Variables in an email template.

7. **Optional:** Apply styling to a custom message or variable(s) in the **Email Body** field. To view basic styles, click the  icon in the **Basic Markdown Formatting** section. For more information on applying formatting, see [Popular Markdown Styles](#).

Email Template Name

Review Required Template

Make sure to select a name for your template that does not exist.

Email Subject Line ?

The `name` record requires your attention.

Email Body ?

`**Priority:**` Priority
`**Category:**` Category
`**Requirements:**` Requirement

Contact `**createdBy**` for more information.

Basic Markdown Formatting ☰

HEADERS	EMPHASIS	LISTS	
# h1	<i>*italic*</i>	<u>Unordered</u>	<u>Ordered</u>
## h2	**bold**	-Item 1	1. Red
	strikethrough	-Item 2	2. Green
		-Item 3	3. Blue

A new email template with Markdown formatting and variables.

8. **Optional:** To display your company's logo in the top-left corner of the template, type or paste the public [URL of the image](#) in the **Logo** field. When inserting a custom logo in an email template, note that:

- The logo must be saved in JPEG, JPG, or PNG format.
- The image URL must end in .jpeg, .jpg, or .png. If a URL that does not end in one of these file extensions, the **Logo** field will display an error.
- The ideal dimensions of the logo are 150 x 50 px. If the image is larger or smaller, it will be reduced or enlarged in the template.

Logo

Upload your company's logo to a file storage website and then paste the public URL above

CANCEL ✓ CREATE

The Logo field. If the URL does not end in a .jpg, .jpeg, or .png, an error will be displayed.

9. If the email template is being used in a workflow, the object type's monogram, name, and workflow name will appear in this section as a link (e.g. **[Object Type Name] - Workflow [Workflow Name]**). Clicking these links will display the related **Edit Workflow** page.

 Default templates cannot be deleted.