Add A Customized Email Template

Users with sufficient privileges can create new email templates for later use.

To create an email template:

1. Go to **Configuration** > **Email Templates**. Or, in **Administration**, go to **Administration** > **Email Templates**.
2. Click **New**.
3. In the **General** section, enter the following fields:
    - **Name** : Enter the display name that users select when setting up a workflow.
    - **Template Type** : Select the workflow type.
    - **Content Type**: Select either HTML or Plain text content type of a template.
    - **Description** : Enter information that will help others understand the use of the template.
    - **Send Immediately**: Send notifications without sequencing and/or merging. See also Sequencing and Merging of Email Notifications.
    - **High Priority**: Send notifications with high importance. By default, all escalation email templates are sent with high priority.
    - **Sender Email Account**: Select the email account that will send the notifications. The administrator email account is used by default.
4. Enter the message content.

    Resolver recommends basing new templates on one of the defaults.
5. Click **Save**.

The email template is now available for selection in workflow templates.

To understand how an email template can be used to notify the stakeholders, see Setting up Email Notifications.