Configure Email Templates

This section explains how to create, delete, and modify an email template. On the **Configuration** menu, click **Email Templates** to view default and custom created template types. To view email templates, you must have the Email Template View permission, and in order to create, delete, or modify them, you must have the Email Template View and Email Template Manage permissions.

The following email template types are available:

- **Access Delegation**. Used when notifying users of assigned access delegations.
- **Assessment**. Available for selection in assessment workflows.
- **Analytics.** Available for selection in the Administration application when a report or dashboard is sent to a user.
- **Control.** Available for selection in policy workflows.
- **Ticket.** Available for selection in ticket workflows.
- **Incident.** Available for selection in incident workflows.
- **Exceptions.** Available for selection in exception workflows.
- **Finding**. Available for selection in finding workflows.
- **Alerts.** Sent for events, such as an entity scoring higher for risk or compliance than the threshold.
- **Escalation.** Used when a ticket is overdue.
- **Reports.** Sent for report notifications.
- **Vendor.** Used to notify the primary vendor contact of changes.