Add a New 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**. In the Administration application, go to **Administration** > **Email Templates**.
2. Click **New**.
3. Enter the following fields in the **General** section:
   - **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.
   - **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**: Select to send the notifications with high importance. By default, all of the escalation email templates are sent with high priority.
   - **Sender Email Account**: Select the email account that will be used to send the notifications. By default, the RiskVision administrator's email account is used for sending email notifications.
4. Enter the message content. We recommend basing your new template on one of the default templates.
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 .