Configuring E-mail Templates

This section explains how to create, delete, and modify an e-mail 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 describes the available email template types:

- **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 the user.
- **Control.** Available for selection in the policy workflow.
- **Ticket.** Available for selection in the ticket workflow.
- **Incident.** Available for selection in the incident workflow.
- **Exceptions.** Available for selection in the exception workflow.
- **Finding**. Available for selection in the finding workflow.
- **Alerts.** Sent for events, such as an entity scoring higher for risk or compliance than the threshold.
- **Escalation.** Used when ticket deadlines are reached.
- **Reports.** Sent for report notifications.
- **Vendor.** Used to notify primary vendor contact of changes.