Adding a New Customized Email Template

Users with sufficient privileges can create new e-mail templates for later use.

To create an e-mail template:

1. In the RiskVision application, go to Configuration > Email Templates. In the Administration application, 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**. Select to send the 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 of the sender to send the notifications. By default, the administrator email account is used for sending email notifications.
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 .