

User Email Templates

This page contains instructions on how to edit email notifications and the tags required for the customization of user email templates.

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Overview

To access the **Email Templates Management** page, go to **Unified Communications** option in the side menu and click on the [Email Templates](#) icon under the **System Templates** area.

VoipNow can email these notifications to the system administrator(s), the service providers and/or to a custom email address.

Edit a template

To customize the subject or the content of an email notification:

1. Click the  icon corresponding to the chosen event.
2. In the **Edit Email Template** page, enter the email subject and body keeping in mind that:
 - You may use only plain text when writing the email subject and body. The email is also sent in plain text format.
 - You can include tags that will be automatically replaced by the system with the appropriate content (e.g. [recipient_name] is replaced with the name of the person receiving the notification).
3. Click **OK** to save the changes to the email template. To return to the previous page without saving the changes, click **Cancel**.

Template types

VoipNow comes with several email templates, depending on the event they are related to.

- **User account creation:** This email notification is sent when a new user account is created. Extension related tags are only displayed if an extension was attached to the user account on creation.

Tag	Details
[contact_name]	The name of the contact person specified in the provided user information.
[recipient_name]	The name of the person who receives the email.
[login]	The username that will be used to connect to the user account, as it was specified in the provided user information.
[password]	The password that will be used to connect to the user account, as it was specified in the provided user information.
[billing_plan]	The name of the billing plan employed for this particular account.
[template]	The name of the user template used to create this account.
[interface_language]	The language used by the VoipNow Professional interface when this user is logged in.
[company_name]	The name of the company, as it was specified in the provided user information.
[contact_name]	The name of the contact person specified in the provided user information.
[phone]	The account owner's telephone number, as it was specified in the provided user information.
[fax]	The account owner's fax number, as it was specified in the provided user information.
[addresses]	The account owner's address, as it was specified in the provided user information.

[email]	The account owner's email address, as it was specified in the provided user information. Please note that the email address can contain characters from any official language script. Domain names that contain these special, so called non-ASCII, characters are called Internationalized Domain Names (IDNs). VoipNow supports IDNs .
[city]	The account owner's city of residence, as it was specified in the provided user information.
[state]	The account owner's state of residence, as it was specified in the provided user information.
[country]	The account owner's country of residence, as it was specified in the provided user information.
[zip]	The account owner's postal/zip code, as it was specified in the provided user information.
[notes]	The notes/comments that were filled in the provided user information.
[extension_type]	The type of the user's extension that has just been created. Displayed on extension creation only.
[extension_label]	The label of the user's extension that has just been created. Displayed on extension creation only.
[phone_login]	The password used when the user registers and/or makes calls using a SIP phone. Displayed on extension creation only.
[phone_password]	The phone terminal password. Displayed on extension creation only.
[extension_number]	The telephone number assigned to the newly created extension. Displayed on extension creation only.
[public_number]	The number used on the public phone network for this extension. Displayed on extension creation only.
[phone_lang]	The language the phone interface is displayed in. Displayed on extension creation only.

- **User account expiration warning:** This email notification is sent **<x> days in advance** before the user account expires. The **<x> days in advance** condition is specified in the **Preferences** section.

Tag	Details
[contact_name]	The name of the user whose user account is set to expire. This is the name specified in the provided user information.
[recipient_name]	The name of the person who receives the email.
[company_name]	The name of the company, as it was specified in the provided user information.
[login]	The username used to connect to the user account, as it was specified in the provided user information.
[expire_date]	The date when the account expires.

- **User account expired:** This email notification is sent after the user account has expired.

Tag	Details
[contact_name]	The name of the user whose user account has just expired. This is the name specified in the provided user information.
[recipient_name]	The name of the person who receives the email.
[company_name]	The name of the company, as it was specified in the provided user information.
[login]	The username used to connect to the user account, as it was specified in the provided user information.
[expire_date]	The date when the account expired.

- **User charging limit exceeded:** This email notification is sent when the number of minutes available is **<0>** and/or the credit is **<0>**.

Tag	Details
[contact_name]	The name of the contact person specified for the user account whose credit/number of minutes is below the customized limit. This is the name specified in the provided user information.
[recipient_name]	The name of the person who receives the email.

[company_name]	The name of the company, as it was specified in the provided user information.
[login]	The username used to connect to the user account, as it was specified in the provided user information.
[minutes_out]	The number of outgoing minutes left for this account.
[money_left]	The credit for outgoing calls currently available to this account.
[money]	The currency used in the system.
[month]	The month when the notification is sent.
[minutes_limit]	The minutes limit specified in the Send charging limit warnings when the account is below field.
[money_limit]	The credit limit specified in the Send charging limit warnings when the account is below field.

- **User charging limit warning:** This email notification is sent when the number of minutes available is <0> and/or the credit is <0>.

Tag	Details
[contact_name]	The name of the contact person specified for the user account whose credit/number of minutes exceeded the customized limit. This is the name specified in the provided user information.
[recipient_name]	The name of the person who receives the email.
[company_name]	The name of the company, as it was specified in the provided user information.
[login]	The username used to connect to the user account, as it was specified in the provided user information.
[minutes_out]	The number of outgoing minutes left for this user.
[money_left]	The credit for outgoing calls currently available to this user.
[money]	The currency used in the system.
[money_left_incoming]	The credit for incoming calls currently available to this user.
[month]	The month when the notification is sent.
[minutes_limit]	The minutes limit specified in the Send charging limit warnings when the account is below field.
[money_limit]	The credit limit specified in the Send charging limit warnings when the account is below field.

- **Extension creation:** This email notification is sent when a new extension is created.

Tag	Details
[ext_type]	The type of extension that has just been created.
[ext_number]	The telephone number assigned to the newly created extension.
[recipient_name]	The name of the person who receives the email.
[contact_name]	The name of the contact person specified in the provided extension information.
[ext_label]	The extension's descriptive name.
[phone_login]	The phone terminal username.

[phone_password]	The phone terminal password.
[public_number]	The number used on the public phone network for this extension.
[phone_language]	The language the phone interface is displayed in.
[company_name]	The name of the company, as it was specified in the provided extension information.
[phone]	The extension owner's telephone number, as it was specified in the provided account information.
[fax]	The extension owner's fax number, as it was specified in the provided account information.
[address]	The extension owner's address, as it was specified in the provided account information.
[email]	The extension owner's email address, as it was specified in the provided account information. Please note that the email address can contain characters from any official language script. Domain names that contain these special, so called non-ASCII, characters are called Internationalized Domain Names (IDNs). VoipNow supports IDNs .
[city]	The extension owner's city of residence, as it was specified in the provided account information.
[state]	The extension owner's state of residence, as it was specified in the provided account information.
[country]	The extension owner's country of residence, as it was specified in the provided account information.
[zip]	The extension owner's postal/zip code, as it was specified in the provided account information.
[notes]	The notes/comments that were filled in the extension owner's provided account information.

Restore default settings

To restore the default notification settings and email contents, click the [Default](#) icon. This will not overwrite the other email address destination.

Related topics

[Customize notification settings](#)

[Set Unified Communications email templates](#)

[Set security email templates](#)