

# Security Email Templates

This page describes how to edit email notifications and lists the tags required for the customization of security email templates.

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## Overview

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

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

## Edit 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**, 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**.

## Types of email templates

### **Forgot Password**

For this event, VoipNow will send an email message to the user who has forgotten his password with a link where he can change it. Strong passwords include numbers, letters, and punctuation marks.

The email template uses the following default tags:

Tag	Details
[recipient_name]	The name of the person who receives the email.
[login]	The username used to connect to the VoipNow interface, as it was specified in the provided service provider/organization/user information.
[valid_minutes]	The new password can only be set within the time interval specified here. At the end of the time interval, the given URL becomes invalid.
[url]	The URL where the user can change his password.
[ip]	The IP address of the user who has requested the new password.

Once the user has changed his password, he will receive another email confirming his change.

The email template uses the following default tags:

Tag	Details
[recipient_name]	The name of the person who receives the email.
[login]	The username used to connect to the VoipNow interface, as it was specified in the provided service provider/organization/user information.
[ip]	The IP address of the user who has requested the new password.

### **Plug-in Failure**

It uses the following default tags:

Tag	Details
[plugin_name]	The name of the plug-in that has triggered the error.

[plugin_version]	The version of the plug-in that has triggered the error.
[recipient_name]	The name of the person who receives the email.
[datetime]	The date and the time the plug-in error occurred.
[plugin_err_backtrace]	The plug-in error PHP back trace.

Availability



This line is available in the **Administrator** context only.

## Restore default settings

To restore the default notification settings and email contents, click the Default icon.

Email Address



VoipNow will not overwrite the otheremailaddress destination.

Related topics

[Customize notification settings](#)

[Set Unified Communications email templates](#)

[Set service provider email templates](#)

[Set organization email templates](#)

[Set user email templates](#)