ClubRunner

How to create custom Cloud Event email templates

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When hosting events through Cloud Events, a variety of different emails can be sent out to both your event chairs, and event attendees, including order confirmations. payment receipts, and cancellation confirmations. These emails are sent out based on the email templates that are provided by the system. However, custom email templates can also be created by following these steps:

1. To access **Cloud Events**, you must go to your website's homepage and log in. For more information on how to login, click here.

2. After logging in and being brought to the **Member Area**, you will see several tabs along the top of the screen. Click on the **Events** tab, and then click on **Cloud Events (Tickets).**

3. On the left-hand side of the page, click on the **Email Templates** link, underneath the Settings heading.

4. This will bring you to the Event Email Templates page, where you can see a list of all of the existing email templates for your account. Click on the **Add New Template** button to create a custom email template.



5. On the Add Message Template page, you will be able to create your new email template using the following options.:

    - **Name** - Allows you to set a custom name, which is used internally to help differentiate it between other templates.

    - **Subject** - Determines the subject line that is used when sending out emails with this email template.

    - **Message Template Code**

    - **Insert Mail Merge Fields** - Allows you to insert mail merge fields, which allow you to personalize an email for the recipients and display their information within the email.

    - **Email Body** - The body of the email. Content entered into the email body will be what is sent to the recipients when an email is triggered using the email template.



6. Once you have composed your new email template, click on the **Save** button on the bottom of the page. Alternatively, click on **Cancel** to discard your template.



Click here to learn more about configuring your cloud event to utilize your new email template.