

# Create Custom Email Templates

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## Select Settings

The screenshot shows the ONE TO ONE PLUS dashboard interface. The left sidebar contains a menu with the following items: Dashboard, Sites, Assets, Students, Staff, Locations, Help Desk, Parts, Invoices, Imports, Reports, and Settings. The 'Settings' item is highlighted with a red box. The main dashboard area displays several charts and reports under the 'Tickets' tab, including 'Open Tickets by Assigned Technician', 'Open Tickets by Site', 'Open Tickets by Type', 'Tickets by Status', 'Tickets by Closure Type', 'Outstanding Tickets by Time', and 'Daily Ticket Status'.

## Select System





The screenshot shows the ONE TO ONE PLUS dashboard interface. The left sidebar contains a menu with the following items: Dashboard, Sites, Assets, Students, Staff, Locations, Help Desk, Parts, Invoices, Imports, Reports, Settings, System, Assets, Users, Sites, and Parts. The 'System' item is highlighted with a red box. The main dashboard area displays several charts and reports under the 'Tickets' tab, including 'Open Tickets by Assigned Technician', 'Open Tickets by Site', 'Open Tickets by Type', 'Tickets by Status', 'Tickets by Closure Type', 'Outstanding Tickets by Time', and 'Daily Ticket Status'.

# Select Custom Emails

The screenshot shows the 'System Properties' page in the One to One Plus application. The left sidebar contains a navigation menu with items like Dashboard, Sites, Assets, Students, Staff, Locations, Help Desk, Parts, Invoices, Imports, Reports, and Settings. The main content area is titled 'System Properties' and contains several configuration cards: System Settings, User Logins, User Roles, User Groups, Email Groups, School Years, SMTP Configurations, Rules, and Custom Emails. The 'Custom Emails' card is highlighted with a red border.

# Use the Edit button to edit an existing email template.

The screenshot shows the 'Manage Custom Emails' page in the One to One Plus application. The left sidebar is the same as in the previous screenshot. The main content area is titled 'Manage Custom Emails' and features a table with columns for Short Name, Subject, Description, and Actions. There are two rows of email templates. The 'Edit' button for the first row is highlighted with a red border.

Short Name	Subject	Description	Actions
New Email Ticket Created	New Email Ticket Created	This email is sent to notify technicians that a new email ticket has been submitted	 
Ticket is Closed	Ticket is Closed	This email will be sent to users when a help desk ticket is closed	 

# Click the Add New button to create a new email template

Home > System Properties > Custom Emails

Manage Custom Emails + Add New

Short Name	Subject	Description	Actions
New Email Ticket Created	New Email Ticket Created	This email is sent to notify technicians that a new email ticket has been submitted	
Ticket is Closed	Ticket is Closed	This email will be sent to users when a help desk ticket is closed	

# Enter the Name of your new template.

Home > System Properties > Custom Emails > Add Custom Email

Add Custom Email

Name \*

Subject \*

Description

Body

**B I U**

Save

# Enter the Subject line for the email

ONE TO ONE PLUS

Home > System Properties > Custom Emails > Add Custom Email

Search

Dashboard

Sites

Assets

Students

Staff

Locations

Help Desk

Parts

Invoices

Imports

Reports

Settings

System

Assets

Users

Sites

Parts

Save

**Add Custom Email**

Name \*

Subject \*

Description

Body

B I U A [color] [background color] [text color] [font size] [bulleted list] [numbered list] [link] [unlink] [more]

# Put in a Description of the email template

ONE TO ONE PLUS

Home > System Properties > Custom Emails > Add Custom Email

Search

Dashboard

Sites

Assets

Students

Staff

Locations

Help Desk

Parts

Invoices

Imports

Reports

Settings

System

Assets

Users

Sites

Parts

Save

**Add Custom Email**

Name \*

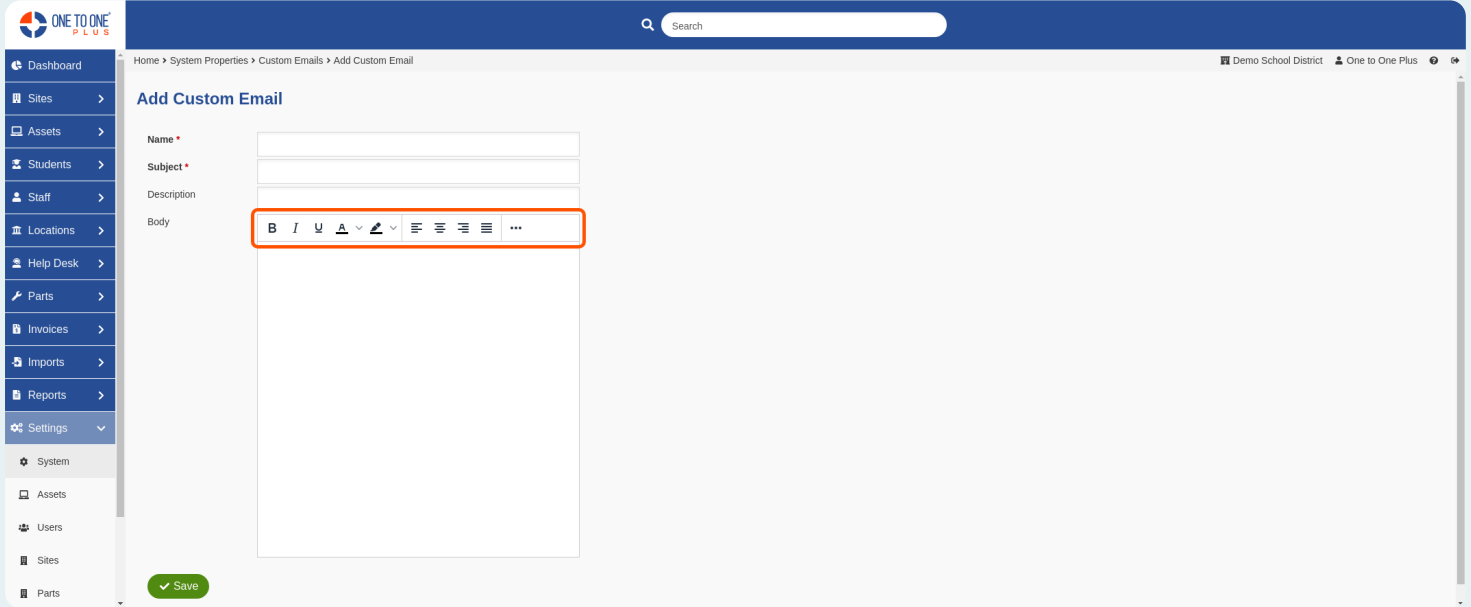
Subject \*

Description

Body

B I U A [color] [background color] [text color] [font size] [bulleted list] [numbered list] [link] [unlink] [more]

# Type the Body of your email



ONE TO ONE PLUS

Home > System Properties > Custom Emails > Add Custom Email

Demo School District One to One Plus

### Add Custom Email

Name \*

Subject \*

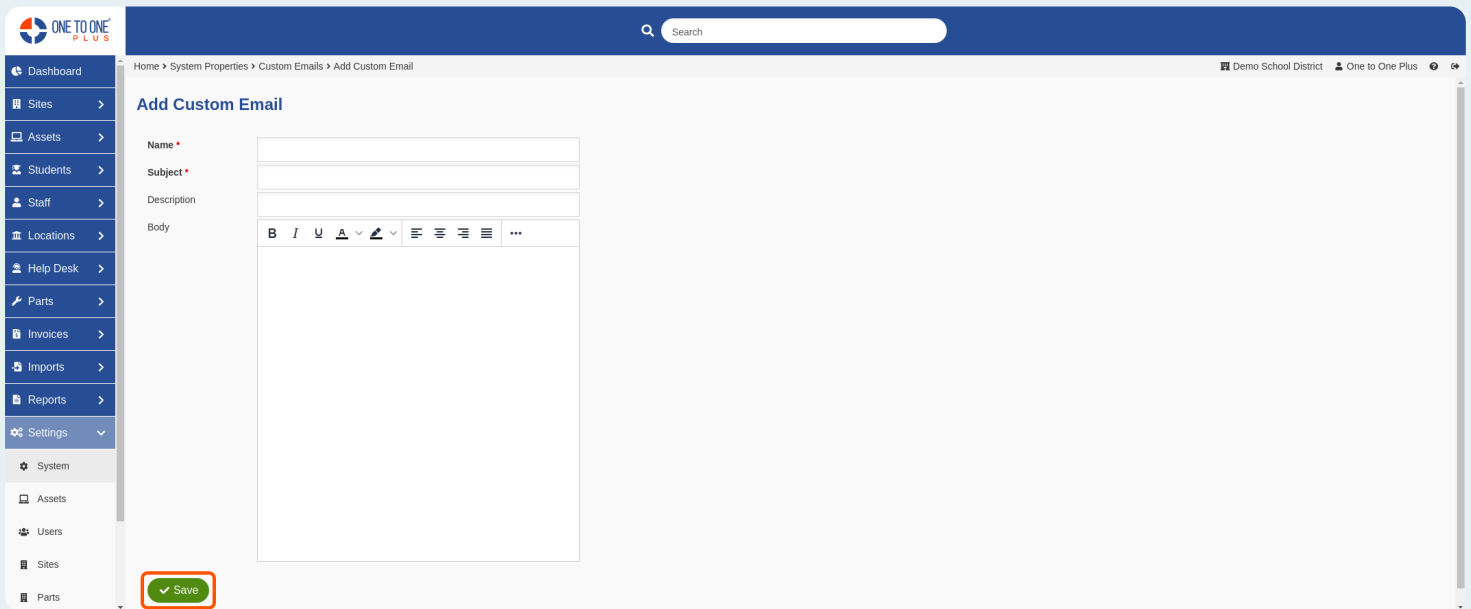
Description

Body

**B I U**

Save

# Click the Save button



ONE TO ONE PLUS

Home > System Properties > Custom Emails > Add Custom Email

Demo School District One to One Plus

### Add Custom Email

Name \*

Subject \*

Description

Body

**B I U**

Save

# The email template is now available to be used on Rules and other functions in the software.

The screenshot displays the 'Add Custom Email' form within the One to One Plus software. The interface includes a top navigation bar with the 'ONE TO ONE PLUS' logo and a search bar. A left sidebar contains a menu with options: Dashboard, Sites, Assets, Students, Staff, Locations, Help Desk, Parts, Invoices, Imports, Reports, and Settings. The main content area is titled 'Add Custom Email' and features a breadcrumb trail: 'Home > System Properties > Custom Emails > Add Custom Email'. The form fields are: 'Name' (text input), 'Subject' (text input), 'Description' (text input), and 'Body' (rich text editor with a toolbar containing bold, italic, underline, text color, background color, bulleted list, numbered list, and indent options). A green 'Save' button is located at the bottom left of the form area. The top right corner shows 'Demo School District' and 'One to One Plus'.