**System-generated email templates (for DPGA webapp)**

* Also refer to [DPG Email Templates.docx](https://docs.google.com/document/d/1YVLbhJTWIVeDdsNy4X7IRx3So2Tc0kxz/edit?usp=sharing&ouid=100848637241292083670&rtpof=true&sd=true) and absorb previous work into this document.
* Email handle that the system will send the emails from: [**noreply@digitalpublicgoods.net**](mailto:noreply@digitalpublicgoods.net)
* **DO NOT MAKE ANY FURTHER EDITS TO THIS DOCUMENT. THIS VERSION (DATED 11TH NOV 2022) WILL BE USED FOR GO-LIVE. NEW CHANGES CAN ONLY BE MADE AFTER GO-LIVE.**

| **ID** | **Email Name** | **Email Copy** |
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| E1 | **Signup confirmation & email verification**  Triggered when a new applicant account is created. | Approved  **Your DPGA account has been created (please verify)**  Hello <Name>,  Welcome to Digital Public Goods Alliance (DPGA), please verify your account by clicking on this link.  The DPGA is an alliance of organizations committed to help find and scale DPGs. Once you become a DPG, you become a part of a larger network of open source product builders and we create opportunities for you to showcase your work and share your learnings.  To get your digital solution certified as a DPG, please submit your DPG application for us to review.  Here are some useful resources that will help you complete your DPG application:  1. Go through this [5-minute eligibility test](https://digitalpublicgoods.net/eligibility/) to quickly determine if your digital solution is ready to become a Digital Public Good (DPG).  2. Read the [Submission Guide](https://digitalpublicgoods.net/submission-guide/) to understand the requirements to become a DPG.  3. Browse through the questions on the application form (by creating a new application from your dashboard).  We look forward to seeing your digital solution listed as a DPG.  Prajakta Kuwalekar DPGA Product Manager prajakta@digitalpublicgoods.net |
| E2 | **Email Verification**  Triggered when applicant clicks on “Verify Email” button | Approved  **Link to verify your DPGA account**  Hello <Name>,  Please click on this link to verify your DPGA account.  Nathan Baleeta DPGA Technical Coordinator support@digitalpublicgoods.net |
| R3 | **Reminder to finish application.**  Triggered when 07, 14 and 28 days have passed since the application was created but has not been submitted yet.  After 3 reminders, no further reminders will be sent.  This will also be sent for incomplete renewal applications. | Approved  **Your DPG application for <Solution Name> (ID) is incomplete**  Hello <Name>,  You recently started a new/renewal application for <Solution Name> (ID) to become a DPG.  This is a gentle reminder to please finish and submit your application.  If you’re new to the application process, here are some helpful resources for you:  [What is a DPG?](https://www.youtube.com/watch?v=041BUUM19a0)  [What are the requirements to become a DPG?](https://digitalpublicgoods.net/submission-guide/)  We look forward to reviewing your digital solution soon!  Prajakta Kuwalekar DPGA Product Manager prajakta@digitalpublicgoods.net |
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| E4 | **New application submitted successfully.**  Triggered when an application has been submitted (status changes from 0 to 1)  Filter: Application type is New | Approved  **Your DPG application for <Solution Name> (ID) has been successfully submitted for review**  Hello <Name>,  We have received your application to review <Solution Name> (ID). You can track the status of your application from your dashboard as well as at this link.  For more details on how we review, you can visit our [application review policy](https://github.com/DPGAlliance/publicgoods-candidates/blob/main/help-center/dpg-review-policy.md).  You will hear from us next once we have reviewed your application. In case there are any clarifications required, we will contact you via this email address.  Nathan Baleeta DPGA Technical Coordinator support@digitalpublicgoods.net |
| E5 | **Renewal application submitted successfully.**  Triggered when an application has been submitted (status changes from 0 to 1)  Filter: Application type is renewal | Approved  **Your application to renew the DPG status of <Solution Name> (ID) has been successfully submitted for review**  Hello <Name>,  We have received your renewal application for <Solution Name> (ID) to review. You can track the status of your application from your dashboard as well as at this link.  For more details on how we review, you can go visit our [application review policy](https://github.com/DPGAlliance/publicgoods-candidates/blob/main/help-center/dpg-review-policy.md).  You will hear from us next once we have reviewed your application. In case there are any clarifications required, we will contact you via this email address.  Nathan Baleeta DPGA Technical Coordinator support@digitalpublicgoods.net |
| E6 | **Clarifications requested**  Triggered when the L2 reviewer submits a request for further clarification from the applicant | Approved  **Important: Your DPG application for <Solution Name> (ID) requires clarification.**  Hello <Name>,  We require clarification on your application for <Solution Name> (<ID>) before it can be approved as a DPG.  Please [login here to view and respond](https://app.digitalpublicgoods.net/login) to the request for clarifications within <time allotted> days.  In the meantime, we’ve approved <Solution Name> (ID) as a Nominee. It is now listed as such on the [DPG Registry](https://digitalpublicgoods.net/registry/).  If we do not receive a response within the time allotted, the application will be automatically closed and the solution will be removed from the DPG registry.  Nathan Baleeta DPGA Technical Coordinator support@digitalpublicgoods.net |
| R7 | **Reminder for respond with clarifications**  Triggered if the clarifications are yet to be submitted AND 7 days have passed since the last reminder. | Approved  **Important: Your DPG application for <Solution Name> (ID) requires clarification (reminder)**  Hello <Name>,  This is a gentle reminder to respond to the clarifications requested. This is needed to approve <Solution Name> (ID) as a DPG.  Please [login here to view and respond](https://app.digitalpublicgoods.net/login) to the request for clarifications within <time allotted> days from the original date of request.  If we do not receive a response within the time allotted, the application will be automatically closed and the solution will be removed from the DPG registry.  Nathan Baleeta DPGA Technical Coordinator support@digitalpublicgoods.net |
| E8 | **L2 Review Decision = DPG**  Triggered when the reviewer has confirmed that the application qualifies as a DPG  CC: [ricardo@digitalpublicgoods.net](mailto:ricardo@digitalpublicgoods.net)  [jameson@digitalpublicgoods.net](mailto:jameson@digitalpublicgoods.net)  [sarah@digitalpublicgoods.net](mailto:sarah@digitalpublicgoods.net) | Approved  **Your DPG application for <Solution Name> (ID) has been approved as a DPG!**  Hi <Name>,  Congratulations, <Solution Name> (ID) has been approved as a digital public good (DPG)!  We are excited to share that it is now listed on the [DPG Registry](https://digitalpublicgoods.net/registry/) in addition to a growing network of catalogs and aggregated lists of digital public goods.  DPG status will be valid for one year. We will send you a reminder to renew your status. This is to ensure that your solution continues to be in compliance with the latest [Digital Public Goods Standard](https://digitalpublicgoods.net/standard/).  For many new DPGs, this is an exciting milestone to share with their community. Linked [here](https://docs.google.com/document/d/1ypYG1EPY7_GXxnFwrhPPlXviKNPWOdJPacE0CaUQx6Q/edit?usp=sharing) is a communications guide that can help you announce your DPG status. Included in this email are Jameson and Sarah from our communications team that would be more than happy to support if you have any questions.  You will also be added to our community of product owners, where you can join our community calls and receive an exclusive newsletter connecting you to valuable resources. Please let us know if other colleagues from your organization/project might be interested in being added to the community channels and activities.  We thank you for your interest in supporting digital public goods and look forward to continuing to watch the impact your project will make.  If you have any questions or need additional support, please reach out to me at [ricardo@digitalpublicgoods.net](mailto:ricardo@digitalpublicgoods.net).  Ricardo Miron DPGA Community Coordinator |
| E9 | **L2 Review Decision = Ineligible**  Triggered when the reviewer has confirmed that the application is ineligible | Approved  **Your DPG application for <Solution Name> (ID) could not be approved as a DPG**  Hello <Name>,  We’ve completed reviewing your DPG application for <Solution> (ID) and found that it does not meet one or more indicators of the [DPG Standard](https://digitalpublicgoods.net/standard/) at this time.  You can [login here and view your application](https://app.digitalpublicgoods.net/login) to see which requirements need to be met.  We encourage you to keep working towards meeting all the requirements and apply with a new application when you are ready.  We hope to see your application again in the near future.  Nathan Baleeta DPGA Technical Coordinator support@digitalpublicgoods.net |
| E10 | **Applicant fails to clarify on time.**  Triggered when the applicant fails to submit requested clarification within time assigned to them. | Approved  **Your DPG application for <Solution Name> (ID) was closed**  Hello <Name>,  Your DPG application for <Solution Name> (ID) was automatically closed and removed from the DPG registry due to not receiving the requested clarifications within the time allotted.  When you have the requested information, we encourage you to apply again with a fresh application.  Nathan Baleeta DPGA Technical Coordinator support@digitalpublicgoods.net |
| R11 | **Reminder to apply for renewal application**  Triggered when T+330 days have passed since the application was declared as a DPG.  The value 330 days is a variable which can be set from the admin panel. | Approved  **Annual reminder to renew the DPG status of <Solution Name> (ID)**  Hello <Name>,  Once a year, all DPGs are required to have their solution re-reviewed to ensure compliance with the latest [DPG Standard](https://digitalpublicgoods.net/standard/).  The DPG status of <Solution> (ID) will expire on <Date>.  To ensure continuity of DPG status & to remain listed on the DPG Registry, please [login and submit a renewal application](https://app.digitalpublicgoods.net/login) (by clicking the ‘Create Renewal Application’ button).  A new application with a fresh application ID will be automatically created & pre-filled with previous answers for you to review and update.  If you have any questions related to this, please reach out to our technical coordinator at [support@digitalpublicgoods.net](mailto:support@digitalpublicgoods.net).  Ricardo Miron DPGA Community Coordinator |
| R12 | **Reminder to apply for renewal application for expired DPGs.**  Triggered when T+365 days have passed since the application was declared as DPG.  Filter: Sent to DPG who have not yet created a renewal application (identified by whether there exists a child ID or not). | Approved  **The DPG status of <Solution Name> (ID) is expiring today**  Hello <Name>,  Once a year, all DPGs are required to have their solution re-reviewed to ensure compliance with the latest [DPG Standard](https://digitalpublicgoods.net/standard/).  The DPG status of <Solution Name> (ID) is expiring today.  Please [login and submit a renewal application](https://app.digitalpublicgoods.net/login) (by clicking the ‘Create Renewal Application’ button).  A new application will be automatically created & pre-filled with previous answers for you to review and update.  If you have any questions related to this, please reach out to our technical coordinator at [support@digitalpublicgoods.net](mailto:support@digitalpublicgoods.net).  Ricardo Miron DPGA Community Coordinator |
| E13 | **Password reset**  Triggered when an applicant requests for a password reset link. | Approved  **Password reset link for your DPGA account**  Hello <Name>,  You requested to change your password: Click here to set a new password.  The link above can only be used once and will expire in 24 hours. If you didn't request the reset, please ignore this email.  Nathan Baleeta DPGA Technical Coordinator support@digitalpublicgoods.net |
| E14 | **Input requested from an expert**  Triggered when L2 Reviewer sends a consultation request to an expert. | Approved  **Your input is requested on <Section Name> of <Solution Name>(ID).**  Hi <Expert Name>,  <L2 Reviewer Name> have requested your inputs on <Section Name> of <Solution Name>(ID).  Please [login & send your inputs](https://app.digitalpublicgoods.net/login). |