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# Mobile Connect Invitation Email Customisation

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**Important:** If you received this document along with your Command Centre installation media, or via another similar channel then it may be out of date with respect to the functionality/behaviour of the cloud, and of the Mobile Connect Apps, which are distributed through platform App Stores and may be more recent than your Command Centre installation.

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## 1 Background

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The Mobile Connect app for iOS and Android uses Mobile Credentials to securely communicate with Gallagher Readers, Controllers, Servers and the Cloud

The standard way in which cardholders obtain mobile credentials is by Registering with an Invitation Code

We typically deliver this invitation code in an Email message, with links to download the App from the Apple or Google Play stores, as well as links to click to begin the registration process.

Gallagher provide a stock email message, which is designed to be simple, clear and brand-agnostic. While this may be suitable for many customer sites, some may wish to send a customised email, including their organisation's branding, logos, etc.

## 2 Email Customisation process

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1. Create the HTML email template you would like to send.  
You may find it easiest to start with the Gallagher template and customize it, or start from scratch.

**Note:** Please be aware that HTML and CSS display capabilities of email clients are severely restricted in comparison to a normal Web Browser. Additionally, active content such as JavaScript is blocked by email clients.

2. Test your email template  
We strongly recommend that you test your email template by sending it to a number of different email clients - in particular Apple Mail on iOS, Gmail on Android, the built-in Android Mail application on various other Android devices, Microsoft Outlook on PC, iPhone and Android, and Gmail on the web.
3. Contact your local Gallagher representative (for example the Technical Account Manager for your region) and inform them you would like to set up a customized email message for Mobile Connect credential invitations.  
Please supply the following:
  - a. your site's name
  - b. your site's license serial number
  - c. the HTML email template in a .html or .txt file
  - d. an email address that we can respond back to, to tell you when we have loaded your template.
4. Your Gallagher representative will pass this information along to the internal staff responsible for this.
5. We will validate your email template to ensure it is well formed and has the correct insertion tags, and then we will upload your template to the Gallagher Cloud, such that future Mobile Connect credential invitations will use your template

While we will endeavour to process this in as quick a time as possible, we have limited internal resource for this capability and so cannot provide any specific timelines or service level agreements regarding how long it may take to process and load your email template.

## 3 Resources

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The standard Gallagher email template (current as of July 2020) looks like the below screenshot.

It is designed to render on a mobile phone, as that is the primary target for Mobile Credentials

**New mobile credential for Gallagher University.**

**Step 1:**

Download the Gallagher Mobile Connect app if you don't already have it.



**Step 2:**

Once you have the app, click "Accept Credential"



You must accept the invitation within 7 days.

If you are not viewing this email on your mobile device, you can manually register with the following details:

**Region:** Mobile Connect Cloud Server

**Code:** N7EU-RXDJ-N2TP-BR88

To use the credential, present this device at a Bluetooth® enabled reader. The credential will use the Bluetooth® connectivity on your device to communicate with the reader. When moving around the site, ensure your device is on your person at all times. Failure to carry your device will result in the inability to request access.

This email message is sent for the personal attention of the intended recipient. If you have received this email in error, please destroy this email. If you are not the intended recipient, you are notified that any use, distribution or copying of this e-mail is prohibited. Copyright © Gallagher Limited 2019. All rights reserved.

### 3.1 Template HTML Source

Below is the HTML source code for this template.

You may base your email template off this if you chose to do so.

Refer below for information regarding images and insertion tags

**Note:** You may find it easier to work with a plain text file rather than copying from this document.

The latest copy of the email template can be found at the following URL:

<https://github.com/GallagherSecurity/mobile-connect-resources/blob/master/ggl-email-template.html>

```

<!DOCTYPE html>
<html>
<head>
    <meta charset="utf-8" />
</head>
<body style="font-family: Calibri, Helvetica, Verdana, Tahoma, sans-serif; margin:0px;">
    <div style="padding: 0px 8px;">
        <p style="font-size:1.2em;"><strong>New mobile credential$SPACEFORSITENAME.</strong></p>

        <p>
            <span style="font-size:1.1em; color: red">Step 1:</span><br />
            Download the Gallagher Mobile Connect app if you don't already have it.<br />
        </p>
        <p>
            <a href="https://itunes.apple.com/us/app/gallagher-mobile-connect/id1134751012"></a>

            <a
href="https://play.google.com/store/apps/details?id=com.gallagher.security.commandcentrecardholderapp"
></a>
        </p>
        <p>
            <span style="font-size:1.1em; color: red">Step 2:</span><br />
            Once you have the app, click "Accept Credential"
        </p>
        <p>
            <a href="$INVITATIONURL"
                style="background:white; display:block; width:240px; padding:10px; text-align:center;
border: 2px solid #4996C6; border-radius: 3px; color:#4996C6; font-weight: bold; font-size:1.1em;">
                Accept Credential
            </a>
        </p>
        <p style="padding-top: 12px">You must accept the invitation within $VALIDPERIOD.</p>
    </div>
    <div style="padding: 8px; border-top: 1px solid #BFBFBF;">
        <p>
            If you are not viewing this email on your mobile device, you can manually register with
            the following details: <br />
        </p>
        <p>
            <strong>Region:</strong> <span style="text-wrap: none;">$SERVERADDRESS</span> <br />
            <strong>Code:</strong> <span style="text-wrap: none; font-family:
monospace">$INVITATIONCODE</span>
        </p>
    </div>

```

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```
<p style="font-size: 0.9em">
  To use the credential, present this device at a Bluetooth® enabled reader.
  The credential will use the Bluetooth® connectivity on your device to communicate with the
reader.

  When moving around the site, ensure your device is on your person at all times.
  Failure to carry your device will result in the inability to request access.
</p>

</div>
<div style="padding: 8px; font-size: 0.9em;color:#808080; border-top: 1px solid #BFBFBF;">
  This email message is sent for the personal attention of the intended recipient. If you have
received this email in error, please destroy this email. If you are not the intended recipient, you
are notified that any use, distribution or copying of this e-mail is prohibited.

  Copyright © Gallagher Limited $YEAR. All rights reserved.
</div>
</body>
</html>
```

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## 3.2 Images and links

The standard Gallagher email template references two images – the Apple App Store "download" badge, and the Google Play store "download" badge. These images comply with Google and Apple requirements and are hosted by Gallagher. You may use them in your own email template if you wish.

The standard Gallagher email template references the download links for the Mobile Connect app in the Apple App Store and Google Play store.

If your site uses the Gallagher Mobile Connect app, please leave them in place, however if you have a custom app (built with the Gallagher Mobile Connect SDK) then please replace with links to your own app

## 3.3 Insertion tag reference

### **\$SPACEFORSITENAME**

#### **Optional**

In the standard invitation, this insertion tag is replaced with a space character, followed by the site name.

The space is included because sites may opt not to include a site name at all.

The site name is determined by what you enter in the Command Centre configuration client, against the Cloud FT Item. If you have a fixed site name, then you do not need this insertion tag, you may simply put your site name directly in the HTML

Example: " Gallagher University"

### **\$INVITATIONURL**

#### **Required**

This insertion tag is replaced by the URL that the end-user's device will follow in order to register the credential.

Example: <https://nwckbvv5gk.execute-api.ap-southeast-2.amazonaws.com/api/r?target=Z2dsY3JlZGVudGlhbDovL2NvbW1hbmRjZW50cmUtYXAtc291dGhYXN0LTluc2VjdXJpdHkuZ2FsbGFnaGVyLmNsb3Vkl2FwaS9pbmZpdGF0aW9ucy9ON0tVLVJYREotTjJUUC04SFM4>

### **\$VALIDPERIOD**

#### **Optional**

This insertion tag is replaced by a relative time period to show the end-user how long they have to accept the invitation. If you do not wish to disclose this to your end-users you can leave it out

Example: 7 days

### **\$SERVERADDRESS**

#### **Optional**

This insertion tag is replaced by the name of the cloud instance that the end-user should select if they are performing manual registration by typing the invitation code in. Currently it always resolves to "Mobile Connect Cloud Server". You may leave it out

### **\$INVITATIONCODE**

#### **Optional – but recommended**

This insertion tag is replaced by the invitation code that the end-user should type in on their mobile device if they are performing manual registration. Manual registration is very uncommon, almost all end-users register by clicking the invitation URL, however it is useful to include as a fallback in case a user receives the email on a different device, or has a mobile phone that does not receive email.

Example: N7KU-RXDJ-N2TP-8HS8



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**\$YEAR**

**Optional**

This is replaced by the current year. Included for copyright messages.

Example: 2019