



Mobile Connect Invitation Email Customisation

Mobile Connect Invitation Email Customisation

Disclaimer

This document gives certain information about products and/or services provided by Gallagher Group Limited or its related companies (referred to as "Gallagher Group").

The information is indicative only and is subject to change without notice meaning it may be out of date at any given time. Although every commercially reasonable effort has been taken to ensure the quality and accuracy of the information, Gallagher Group makes no representation as to its accuracy or completeness and it should not be relied on as such. To the extent permitted by law, all express or implied, or other representations or warranties in relation to the information are expressly excluded.

Neither Gallagher Group nor any of its directors, employees or other representatives shall be responsible for any loss that you may incur, either directly or indirectly, arising from any use or decisions based on the information provided.

Except where stated otherwise, the information is subject to copyright owned by Gallagher Group and you may not sell it without permission. Gallagher Group is the owner of all trademarks reproduced in this information. All trademarks which are not the property of Gallagher Group, are acknowledged.

Copyright © Gallagher Group Ltd 2022. All rights reserved.

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this document along with your Command Centre installation media, or via another similar channel then it may be out of date with respect to the functionality/behaviour of the cloud, and of the Mobile Connect Apps, which are distributed through platform App Stores and may be more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

Contents

1	Background	4
2	Email Customisation process	4
3	Testing the Email Template	5
4	Resources.....	6
4.1	Example Template HTML Source	6
4.2	Images and links	8
4.3	Insertion tag reference	8

1 Background

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

1. Create the HTML email template you would like to send.
You may find it easiest to start with the example 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.
 - e. Optionally, a list of email addresses that you would like to use when testing the template (see "Testing the Email Template" section below)
4. Your Gallagher representative may action this themselves or may pass this information along to other 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 as quickly 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 Testing the Email Template

Gallagher recommend that you test locally, as you write the template. However, this does not give you exactly the same experience as would an actual email message.

We also encourage you to test the template as sent via Gallagher's Cloud Services at least once, before going live with it. There are two ways to achieve this:

Option 1) All emails sent on behalf of your Command Centre system use the new template.

Pros:

- Simple to manage.
- If the test is successful and you want to "go live" then there is no further work to do.

Cons:

- If the site is issuing real credentials during this time, then those other people may receive an email using the new template before it has completed testing. This may result in any uncaught errors being shown to people unexpectedly.

Option 2) Only send emails using the new template to specific email addresses (list provided by you).

Pros:

- Only those specific addresses will receive the new template, so the test process does not interfere with other credentials issued to other people during the test window

Cons:

- Need to manage the list of email addresses (you'll send them to us, alongside any HTML template tweaks)
- To "go live" you'll need to ask us to remove the email address rule so others can start to receive the new template.

Important: This list of email addresses represents the people who are *allowed* to receive the new template. It does not result in any emails getting sent automatically by Gallagher.

In either case, Once the email template has been loaded by a Gallagher representative, we will inform you that we have done so.

To send some email messages using the new template you will then need to issue some new Mobile Credentials to your target email addresses. You should inspect the results, and if you find any mistakes, or would like to make any changes, please reply back to us, and we will endeavour to apply these changes as quickly as possible.

Note: Credentials issued for email testing are still valid credentials and will count towards your system's licence limit. Our advice is to use them to inspect the email as received, but afterwards it is likely you will want to remove these test credentials from the Command Centre server.

Guidance: If your Command Centre system is not already using Mobile Credentials, and/or you know that nobody else will be issuing credentials, then Option 1 (no email list) is simpler. However if the system is already live and issuing Mobile Credentials during this process, then only enabling the new email template for a specific list of target addresses (Option 2) is safer.

When you provide your customised email template to your Gallagher representative, please let them know which option you would like to choose to test the email template. If using option 2, please also provide us with a list of email addresses for test purposes.

4 Resources

The standard Gallagher email template (current as of June 2022) 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-R2TP-BRS8

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.

4.1 Example Template HTML Source

Below is the HTML source code for an example template, similar to Gallagher's standard email template. You may use this example as a starting point for your own template, or you may prefer to start from scratch with your own HTML.

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 for Example
Company.</strong></p>

    <p>
      <span style="font-size:1.1em; color: red">Step 1:</span><br />
      Download the Example Company app if you don't already have it.<br />
    </p>
    <p>
      <!-- replace these URL's with your own. You may keep the images if you like -->
      <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.commandcentrecar
dholderapp"></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>
  <div style="padding: 8px; font-size: 0.9em;color:#808080; border-top: 1px solid
#BFBFBF;">
    Copyright © Example Company $YEAR. All rights reserved.
  </div>
</body>
</html>

```

4.2 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

4.3 Insertion tag reference

\$SITENAME

Optional

This insertion tag is replaced with the site name.

Example: "Gallagher University"

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

\$SPACEFORSITENAME

Optional

This insertion tag is replaced with a space character, followed by "for", then the site name.

Example: " for Gallagher University"

The space and "for" are included because sites may opt not to include a site name at all.

This may appear odd, but is designed to produce correct messaging in the following scenario:

Template: "**New Mobile Credential\$SPACEFORSITENAME.**"

Site name "ABC" produces "New Mobile Credential **for ABC.**"

Blank Site Name produces "New Mobile Credential."

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

\$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://nwckbv5gk.execute-api.ap-southeast-2.amazonaws.com/api/r?target=Z2dsY3JlZGVudGlhbDovL2NvbW1hbmRjZW50cmUtYXAAtc291dGhYXN0LTluc2VjdXJpdHkuZ2FsbGFnaGVyLmNsb3Vkl2FwaS9pbmZpdGF0aW9ucy9ON0tVLVJYREotTjJUUC04SFM4>

\$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

\$YEAR

Optional

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

Example: 2022