# A white letter on a black background Description automatically generatedCreate an email template

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| Template name | This will not be visible to recipients. Name your templates in a way that works best for your service or organisation. |
| Subject line | Be clear and informative in the subject line.  Put the most important information at the start, as subject lines can get shortened. You could include the topic, action or deadline. |
| Message | This is the main heading Dear ((fullName)),  This is the body text. This is a subheading Your first subheading must come after a heading. Use headings to break up your message content. Bullet points Use a lead-in line before bullet points. For example:   * item 1 in a bulleted list * item 2 in a bulleted list  Links You can convert text into a link instead of writing the full web address. For example, [content guide on the NHS service manual](https://service-manual.nhs.uk/content).  Link text should tell the recipient where the link goes. Never use ‘click here’, as this does not make sense when read out of context.  If the recipient is not expecting to receive an email from you, use the full URL instead of link text. Start with https://. For example, <https://service-manual.nhs.uk/content>. Personalisation To add a personalisation field, include a placeholder with double brackets around it.  For example, hello ((firstName)), your NHS Number is ((nhsNumber)). Attachments and images We do not currently support images or attachments in emails.  If you need to send an image or attachment, host it separately on a website and add a link to it in your message content. |