

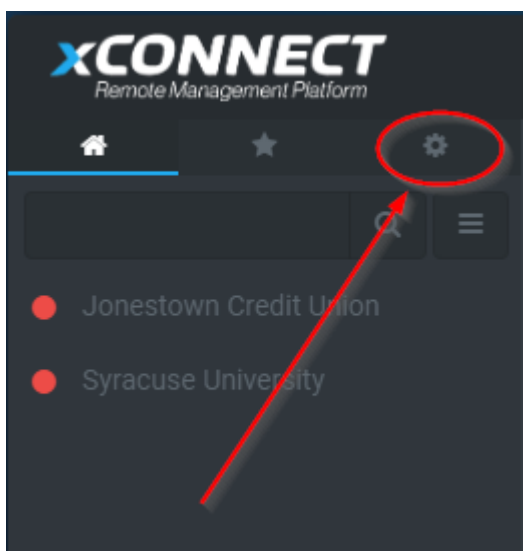


## Manage E-mail Profiles

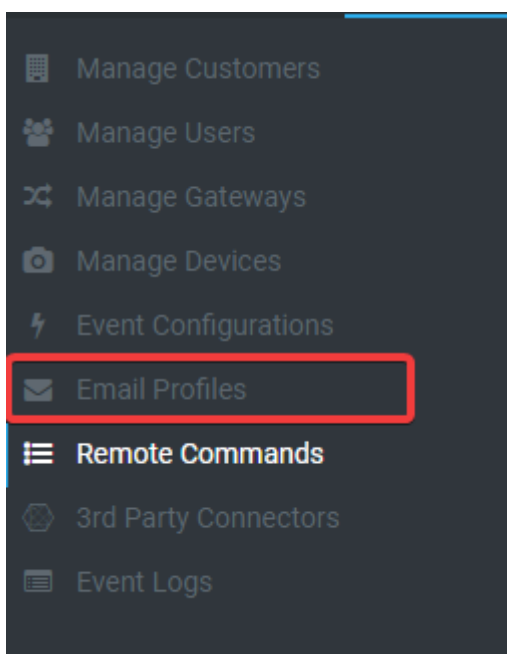
E-mail profiles are similar to mailing lists for a particular event, which supports one or more recipients and a custom

### Accessing E-mail Profiles

1. Log in as a power user
2. Click on the settings tab on the left-side menu



3. Click on the "Email Profiles" menu item



## Defining a new profile

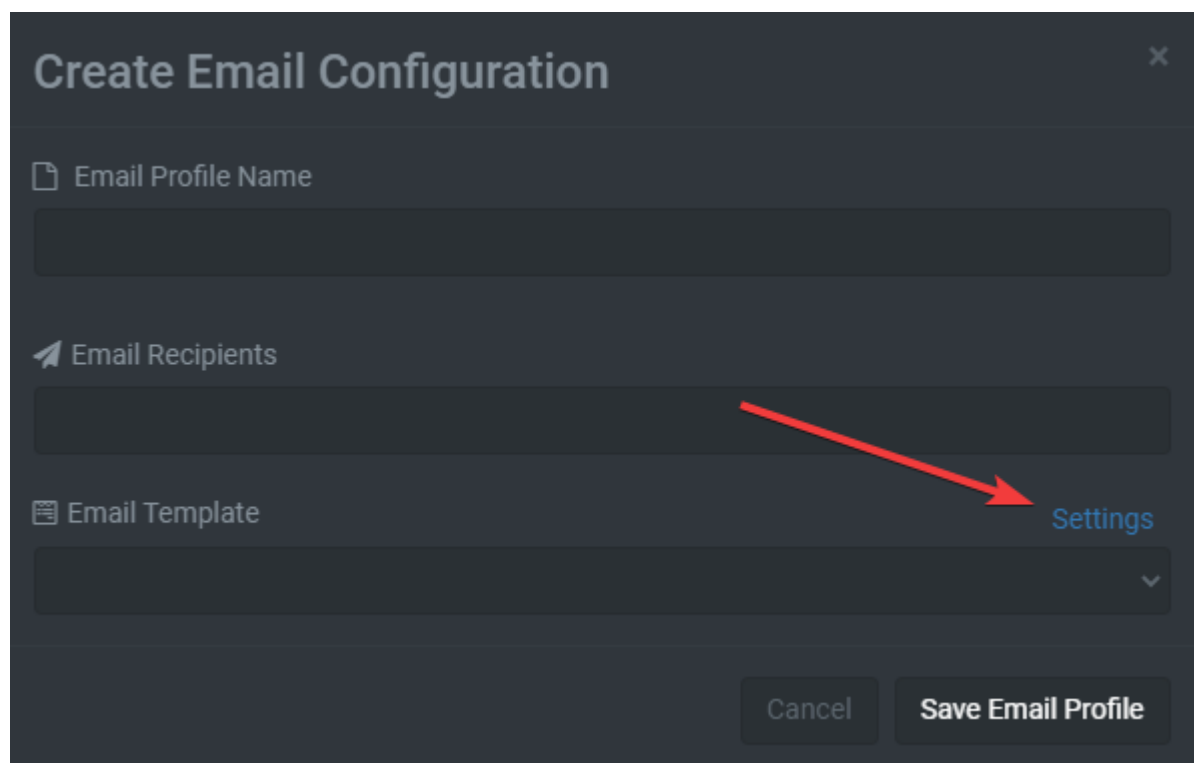
1. Click on "New Email Profile"
2. Define an e-mail profile name, and a list of e-mail recipients. Multiple recipients can be separated by a comma (,)
3. Choose an e-mail template using the dropdown. If you require a new template, please see [Defining a template](#)

## Manage E-mail Templates

E-mail templates define the content for the e-mails that are sent to the defined profile.

## Accessing E-mail Templates

E-mail templates can be accessed by clicking the "New Email Profile" button, and clicking the "Settings" link:



The screenshot shows a dark-themed dialog box titled "Create Email Configuration". It features three input fields: "Email Profile Name", "Email Recipients", and "Email Template". A red arrow points from the "Email Recipients" field to a "Settings" link located to the right of the "Email Template" dropdown. At the bottom right, there are two buttons: "Cancel" and "Save Email Profile".

## Defining an E-mail Template

You can define one or more e-mail templates that can be leveraged for your alerts. Custom templates provide your users with the ability to take action on a certain alert.

1. Click on the "New Email Template" button (or to edit, click on the name of the template)

# Email Template Configuration

The Email Template Configuration page helps in creating unique Email templates to send one message across multiple devices.

Show 

10 ▾

 items per page 

Search

<input type="checkbox"/>	Name	Subject	Status
<input type="checkbox"/>	Default Engineering Template	{DeviceName} : Possible Outage	Enabled
<input type="checkbox"/>	Primary Customer Notification	{DeviceName} : Potential Outage Detected!!	Enabled
<input type="checkbox"/>	Server Outage	{DeviceName} Server: Potential Outage	Enabled
<input type="checkbox"/>	Camera Outage	{DeviceName} Camera : Potential Outage	Enabled
<input type="checkbox"/>	Gateway Outage	{DeviceName} Gateway: Potential Outage	Enabled












2. The editor modal will appear and you may define your e-mail template. HTML is supported and you can define dynamic Tags

# Create New Email Template

Template Name

Subject Line

Template Body

H1 H2 H3 P B I U           

3. Once you have defined your template, you can associate it to an e-mail profile via the dropdown in the profile editor.

## Smart Tags

Smart tags can be used in any e-mail template, remote command or 3<sup>rd</sup> party connector. A smart tag is a dynamic label that is replaced by the value of a smart tag device that fired the event.

Smart Tag	Description
{Criteria}	Shows the criteria that fired the event.

Smart Tag	Description
{DeviceHID}	Device HID
{DeviceName}	Name of the device that fired the event.
{DeviceUID}	Unique ID for a device.
{DeviceType}	Asset type of the device that fired the event.
{Timestamp}	Date/time when the event was fired.
{FullTelemetry}	Full telemetry payload that caused the event to fire.
{TelemetryValue}	Telemetry value that caused the event to fire.
{TelemetryName}	Raw telemetry key that caused the event to fire.
{TelemetryDescription}	Telemetry friendly name that fired the event.
{ThresholdValue}	Value that the event was comparing against. Defined in the event configuration