**Urgent: Send a new email - problem with template**

R

[**Katarina**](https://support.blika.com/a/contacts/22033476871)

 reported via email

*8 months ago (Wed, 15 Jun 2022 at 9:18 AM)*

To:"Blika Support" <support@blika.com>

Hi,

I am trying to send a new email from Blika and there is a problem with the template I am using. When I klick *Get Recipients* it only says there are no recipients:

Graphical user interface, application

Description automatically generated

This same template has never done this before. Then I tested to get recipients on the other template I use and that one seems to work, at least it is getting a list of recipients. Then I noticed that it says that this particular template doesn’t have any Main Tags:

Graphical user interface, text, application

Description automatically generated

But when I check the template is does have all the same tags as the other template of Quarterly reporting:

Graphical user interface, text, application, email

Description automatically generated

What is the problem with this template? I need to send out the email today.

Best regards,

Katarina

M

[**Maria Cherkes**](https://support.blika.com/a/agents/22025373233)

replied

*8 months ago (Wed, 15 Jun 2022 at 9:53 AM)*

To:katarina.

Hi Katarina,

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​Thank you for your email!

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I have made an investigation and i found the reason why this template acts this way.

In the template called **"Quarterly reporting reminder - to be sent 2 weeks before reporting period ends"** you are missing hashtag commando. However in the template **"Quarterly reporting reminder - to be sent on the last day of the quarter"** you have a commando hashtag #SignOffMissing\_Regular (please see below)

Text

Description automatically generated

​If you add this hashtag to the other template you will be able to see the recipients, please let me know if you need assistance with it!

Kind regards,

Maria

R

[**Katarina**](https://support.blika.com/a/contacts/22033476871)

replied

*8 months ago (Wed, 15 Jun 2022 at 12:51 PM)*

To:"Blika Support" <support@blika.com>

Hi,

Thank you, now it seemed to work. Still wondering though how this has been deleted from the template since it hasn’t been touched since last fall and it has worked all the previous times I’ve used it…

Br,

Katarina

M

[**Maria Cherkes**](https://support.blika.com/a/agents/22025373233)

replied

*8 months ago (Thu, 16 Jun 2022 at 10:46 AM)*

To:katarina.

Hi Katarina,

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I am glad it worked!

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Kind regards,

Maria  
  
Ticket: \*\*\*