# Email Template customisation

There are a number of emails that get generated from eReserve Plus:

1. User invitation email

2. Rejection of a pending reading

3. Rejection of an active reading
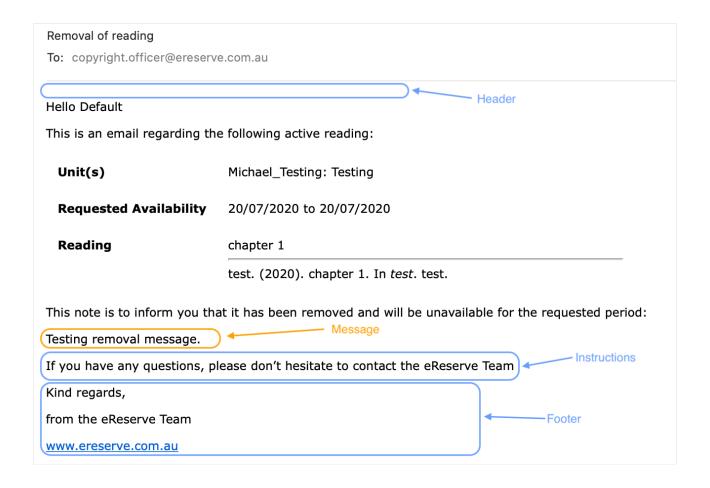
4. Report generation.

Should you wish to update these email templates. Please email support@ereserve.com.au and provide the text you would like to update.

You are able to customise a number of parts of the emails including:
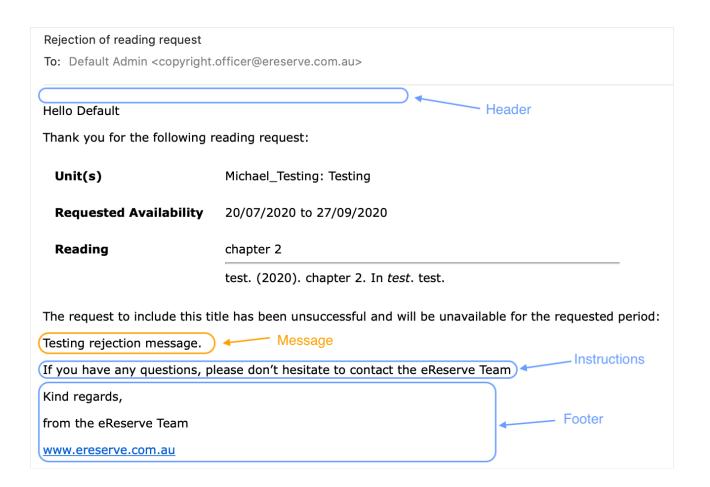
- the header - by default the emails have an empty header
- message text - entered by processing staff when they reject a Request
- body text with instructions - The instructions line is only used for the rejection and removal emails and can be updated to provide more information on any further steps the Academic can take to resolve the rejection.
- the footer - The footer is used by all emails including the audit reports and the user invitation emails.

The sample email templates below illustrate where the changes can be applied:

## Rejection of Active Reading

Removal of reading

**To:** copyright.officer@ereserve.com.au

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Header

Hello Default

This is an email regarding the following active reading:

| | |
|---|---|
| **Unit(s)** | Michael_Testing: Testing |
| **Requested Availability** | 20/07/2020 to 20/07/2020 |
| **Reading** | chapter 1 |
| | test. (2020). chapter 1. In *test*. test. |

This note is to inform you that it has been removed and will be unavailable for the requested period:

Testing removal message. ← Message

If you have any questions, please don't hesitate to contact the eReserve Team ← Instructions

Kind regards,

from the eReserve Team

www.ereserve.com.au ← Footer

# Rejection of Reading Request

Rejection of reading request

**To:** Default Admin <copyright.officer@ereserve.com.au>

Hello Default ⟵ Header

Thank you for the following reading request:

| | |
|---|---|
| **Unit(s)** | Michael_Testing: Testing |
| **Requested Availability** | 20/07/2020 to 27/09/2020 |
| **Reading** | chapter 2 |
| | test. (2020). chapter 2. In *test*. test. |

The request to include this title has been unsuccessful and will be unavailable for the requested period:

Testing rejection message. ⟵ Message

If you have any questions, please don't hesitate to contact the eReserve Team ⟵ Instructions

Kind regards,

from the eReserve Team

www.ereserve.com.au ⟵ Footer