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Email settings

Setting up emails and communication

Preformatted letters

The **Letter Template** tab is available from the **Settings -> Email** menu. It controls the format of emails that are sent and received by the knowledgebase.

Letters with green arrows are mails that are received by the knowledgebase administrator. Examples of these include 'ask a question' emails or user registrations. Letters with red arrows are mails that are sent to users. Examples of these include registration confirmation and password reminders.

KBPublisher provides a set number of templates. You cannot add new ones. You can, however, edit existing templates.

Editing letter templates

When you edit a letter template you are presented with an email form that you can modify to suit your own requirements.

Settings

Admin

Public Area

Email

Authentication

Plugins

Wizard

License

Email

Letter Template

Template tags available

[support_name], [support_email], [support_mailer], [noreply_email], [admin_email], [name], [username], [first_name], [last_name], [middle_name], [email], [link], [user_details]

Edit

* Title:

Approve user (to approver)

Description:

It will be sent to approver when a new user registers and approval is required

From:

Email: [noreply_email]

Name:

To:

Email: [support_email]

Name:

CC:

Email:

Name:

BCC:

Email:

Name:

* Subject:

New knowledgebase user registered

Message:

New knowledgebase user registered, you can approve registration at:

[link]

User details:

[user_details]

--

[support_mailer]

Save

Cancel

Set Defaults

You can include any text you wish.

You can include template fields anywhere in the email or in the header:

The actual fields you can include depend on the letter, but some common ones are:

- *[support_name]*-- this is the name defined in the **Support Name** field on the **Email** tab
- *[support_email]*-- this is the email defined in the **Support Email** field on the **Email** tab
- *[support_mailer]*-- this is the name defined in the **Support Mailer** field on the **Email** tab
- *[noreply_email]*-- the standard "Do not reply to this email" from address
- *[name]*-- the name of the user to whom the mail is being sent or who it is from
- *[username]*-- that person's user name
- *[first_name]*-- their first name
- *[last_name]*-- their surname
- *[middle_name]*-- their middle name
- *[email]*-- their email address
- *[link]*-- a link to the page that this email is about.

The field name must be enclosed by square brackets.

Some email templates also have a field called **to Category Supervisor**. This field is shown when the letter relates to a specific article. If you check **to Category Supervisor**, and the category has a assigned supervisor, then the letter is emailed to the supervisor rather than to the Support Mailer address.

System emails

You can designate a user, or users, to receive system emails.

- From the **Settings** menu choose the **Email -> Letter Template** tab.
- Type the email of the person who is to receive user communications into the **From E-mail / Support E-mail** field. You can input more than one email. Separate each email address with a comma. Everyone specified here will receive system emails.
- Type an appropriate name into the **From Name / Support Name field** . This is the name the user sees in their 'from' field when they receive an email from KBPublisher.
- Add an email address for system-generated messages to users in the **No reply email** field.
- Add the name of the person who will receive notification of all system errors, notifications and warnings to the **Admin Email** field. This field also accepts multiple email addresses. If you use multiple emails, separate each one with a comma.
- Click **Save**.

Category emails

You can also specify a user to receive notifications about articles/files/comments in specific categories. This is used when articles or comments need to be approved.

The 5 letters that can be sent to a category supervisor are:

- Approve article (to approver)
- Approve file (to approver)
- Approve comment (to approver)
- New rating comment
- Scheduled entry

First, you need to assign a person to receive the emails:

- From the **Articles** or **Files** menu choose the **Categories** tab
- **Edit** the category
- Click on the add new **Supervisor** icon
- **Assign** a user from the list of users
- **OK** to save the assignment.

After this, you need to tell the system that the supervisor should receive the emails.

- From the **Settings** menu choose the **Letter Template** tab.
- **Edit** the letter that is to go to the supervisor
- Check **to Category Supervisor**
- **OK** to save.

Feedback supervisor emails

You can also determine who receives the emails when the user requests feedback through the **Ask a Question** tab.

This is controlled by the feedback subjects list.

- From the **Tools** menu choose the **Lists** tab
- Click on **Feedback Subjects**
- **Edit** the subject for which you wish to change the email to be sent
- Click on the add new **Supervisor** icon
- Click on **Assign** for the person you wish to receive emails. You may assign more than one person. Click assign for each.
- Close the assign user pop-up by clicking on the 'X' in the top right corner.

Change text in emails

To change the text in emails sent from, or returned to, KBPublisher:

- From the **Settings** menu choose the **Email -> Letter Template** tab
- Choose the email you wish to change
- Click on the edit icon in the **Action** column
- Make the change you require. See [E-mail Letter templates](#) for an explanation of fields.
- Click **Save** to save your changes.

