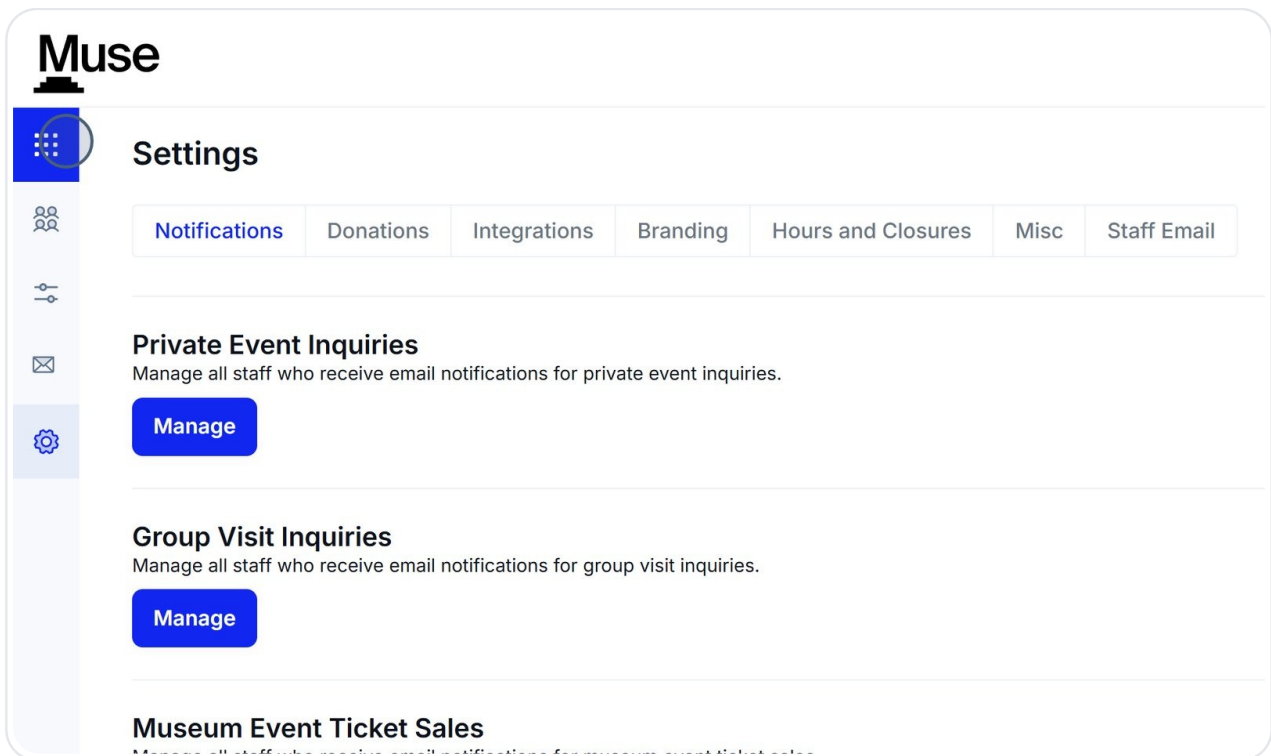


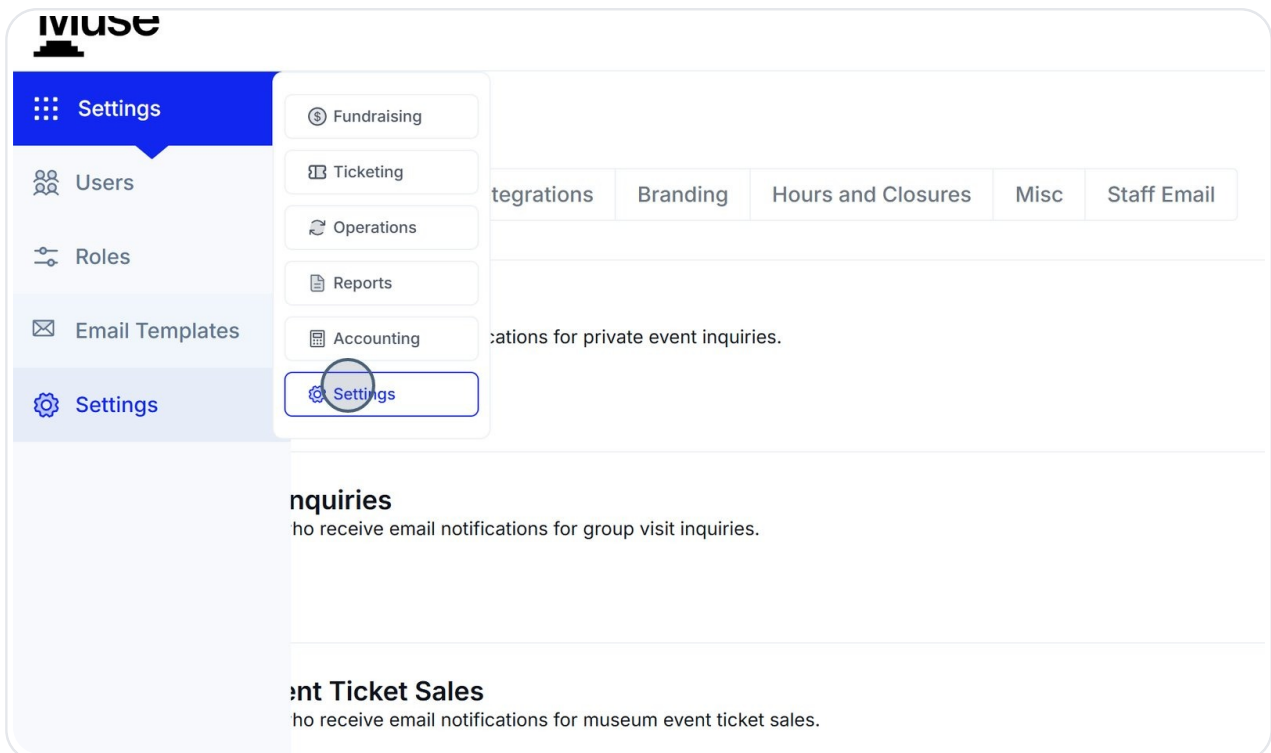


Customize and Publish a Membership Confirmation Email Template

1. Open the main menu to easily navigate through your admin tools.



2. Select 'Settings' to access advanced configuration for your organization.



3. Access 'Email Templates' to customize the messages your members receive.

The screenshot shows the Muse user management interface. The sidebar on the left contains the following menu items: Settings, Users, Roles, Email Templates (highlighted with a red circle), and Settings. The main content area displays a table of users with the following columns: Email, Role(s), and Status. The table lists 13 users, all with the role 'Museum Admin' and status 'Active'. A 'Filter' button and a 'New user' button are located at the top right of the table. A 'Submit feedback' button is located at the bottom right of the page.

Email	Role(s)	Status
ben+salesdemo@musesoftware.ai	Museum Admin	Active
sales+demo@musesoftware.ai	Museum Admin	Active
travis+salesdemo@musesoftware.ai	Museum Admin	Active
chris+salesdemo@musesoftware.ai	Museum Admin	Active
prash+salesdemo@musesoftware.ai	Museum Admin	Active
brett+salesdemo@musesoftware.ai	Museum Admin	Active
robert+salesdemo@musesoftware.ai	Museum Admin	Active
alexandra.mercado@musesoftware.ai	Museum Admin	Active
brandon.gabosch@musesoftware.ai	Museum Admin	Active
john.kulis@musesoftware.ai	Museum Admin	Active
taryn.asta@musesoftware.ai	Museum Admin	Active
ryan.grande@musesoftware.ai	Museum Admin	Active
chris+demo@musesoftware.ai	Museum Admin	Active

4. The paint brush icon indicates this email can be created with the new Email Designer

The screenshot shows the Muse Email Templates interface. The sidebar on the left contains the following menu items: Settings, Users, Roles, Email Templates (highlighted with a red circle), and Settings. The main content area displays a table of email templates with the following columns: Name, Description, Scheduled, and Active?. The table lists 13 email templates. A paint brush icon is visible next to the 'Museum Invoice Email' template, indicating it can be created with the new Email Designer. An 'Edit Sending Email Address' button is located at the top right of the table. A 'Submit feedback' button is located at the bottom right of the page.

Name	Description	Scheduled	Active?
Museum user invitation	Invites new users to create their account		☒
Museum role assignment	Notifies users of role changes		☐
Museum Invoice Email	Sends the user an email after invoice creation		☒
Private Event Payment Received Email	Sends to all users who have notifications enabled in the Settings module		☒
Purchase Confirmation	Sends the user an email after completing an online purchase		☒
Private Event Inquiry	Sends to the relevant museum staff when a request for a private event or group visit is received from the purchase page.		☒
Connect with Muse	Sent to staff members when their email is being connected to Muse		☒
Membership Details	Sends the user an email after purchasing a membership		☒
Gift Card Details	Sends the user an email after purchasing a gift card		☒
Migrated Membership Details	Sends the user an email after purchasing a membership		☒
Program Registration Purchase Notification	Sends to the relevant museum staff when a program registration purchase was done from the purchase page.		☒
Event Ticket Sold	Sends the museum staff when event ticket sold		☒
Membership Details (Group)	Sends the user an email after purchasing a group membership		☒

5. Edit any template to tailor messages for your members' needs.

Edit Sending Email Address

	Scheduled	Active?	
users to create their account		☒	⋮
ers of role changes		☐	⋮
user an email after invoice creation		☒	⋮
users who have notifications enabled in the Settings module		☒	Edit ⋮
user an email after completing an online purchase		☒	⋮
e relevant museum staff when a request for a private event or group visit is om the purchase page.		☒	⋮
f members when their email is being connected to Muse		☒	⋮
user an email after purchasing a membership		☒	⋮
user an email after purchasing a gift card		☒	⋮

Submit feedback

6. The 'Plain Text' tab is the original Muse template that you can choose to continue to use

Muse

Email Templates

Name	Description
Museum user invitation	Invitation
Museum role assignment	Notification
Museum Invoice Email	Sending
Private Event Payment Received Email	Sending
Purchase Confirmation	Sending
Private Event Inquiry	Sending
Connect with Muse	Sending
Membership Details	Sending
Gift Card Details	Sending
Migrated Membership Details	Sending
Program Registration Purchase Notification	Sending
Event Ticket Sold	Sending
Membership Details (Group)	Sending

Edit museum invoice email

Email content Email preview

Plain Text

Designer

Museums inherit this default for whichever builder they use.

Inherited by museums still on the plain-text builder.
Configure the English (US) content for this email template by updating the fields below. Terms that are placed within asterisks (e.g., *FIRSTNAME*) are mail merge terms that are dynamic.

Subject Use AI to suggest copy

Invoice for Venue Rental

Body

Dear *CLIENT_NAME*,

I hope this message finds you well.

Please find attached the invoice for the rental of the premises, as agreed. The details of the invoice are as follows:

Invoice Number: *INVOICE_NUMBER*

Rental Period: *START_TIME* *END_TIME*

Total Amount Due: *AMOUNT*

Due Date: *DUE_DATE*

Edit Sending Email Address

Scheduled	Active?	
	☒	⋮
	☐	⋮
	☒	⋮
	☒	⋮
	☒	⋮
	☒	⋮
	☒	⋮
	☒	⋮
	☒	⋮
	☒	⋮

Submit feedback

7. Click inside the email body to update your template with a personalized message.

The screenshot shows an email template editor. On the left, a preview of an email body is displayed with the following text:

Total Amount Due: *AMOUNT*

Due Date: *DUE_DATE*

We kindly ask you to proceed with the payment by the due date mentioned above. Payment instructions are included in the invoice document.

Should you have any questions or need additional information, please don't hesitate to reach out. We appreciate your cooperation and look forward to continuing our collaboration.

Best regards,
MUSEUM

Below the preview, there are two input fields:

Button
Invoice Payment Link

(Optional) Signature
The Museum Team

On the right side of the editor, there is a vertical list of 10 toggle switches, all of which are currently turned on (blue).

8. Save your updates to make sure your customizations are not lost.

This screenshot shows the same email template editor as before, but with additional elements at the bottom of the preview area:

cooperation and look forward to continuing our collaboration.

Best regards,
MUSEUM

Button
Invoice Payment Link

(Optional) Signature
The Museum Team

Template mail merge terms

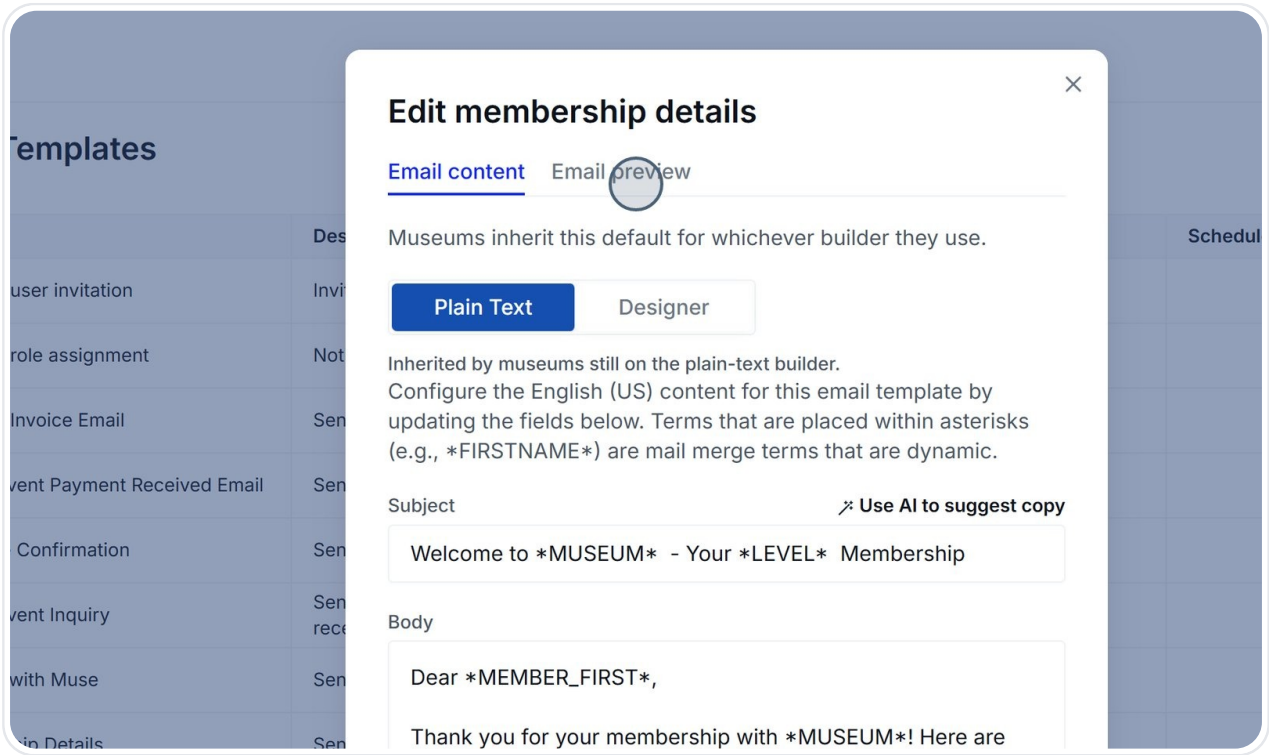
CLIENT_NAME *INVOICE_NUMBER* *START_TIME*

END_TIME *AMOUNT* *DUE_DATE* *MUSEUM*

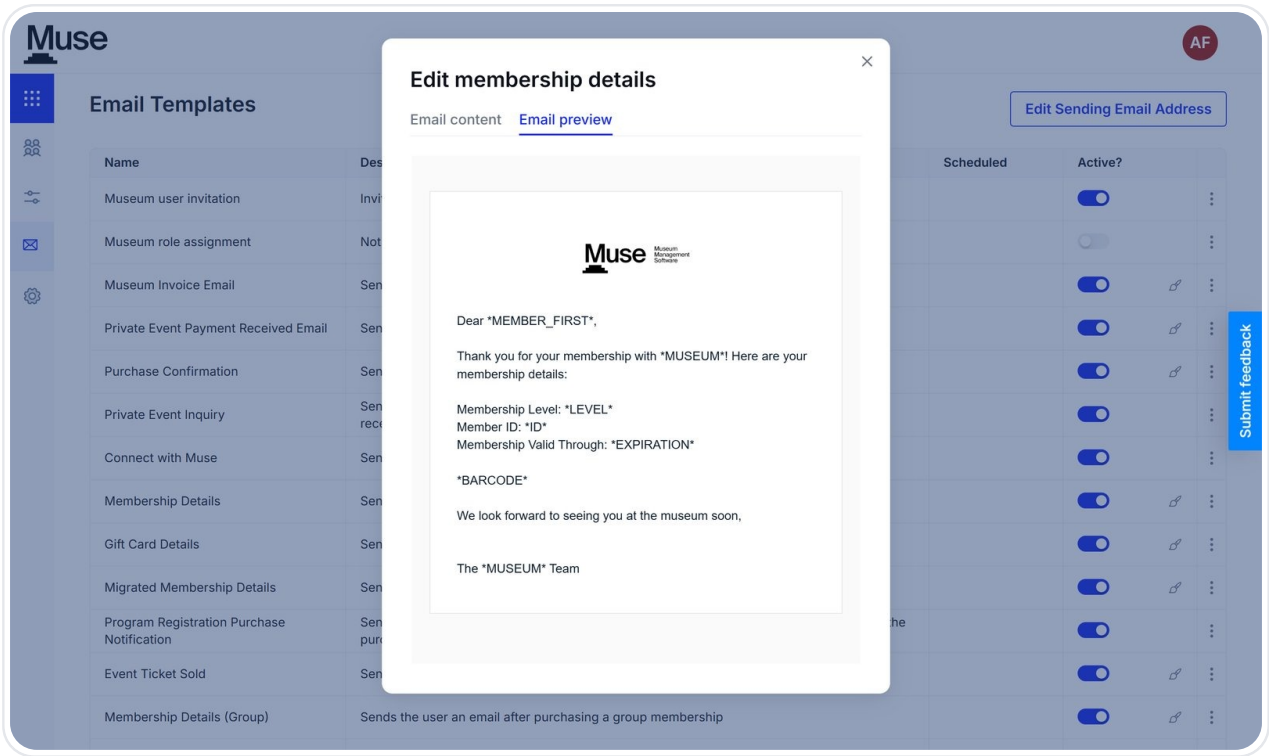
At the bottom right of the preview area, there are two buttons: "Close" and "Save changes". The "Save changes" button is highlighted with a red circle.

On the right side, the list of 10 toggle switches remains, with the top 8 being turned on and the bottom 2 being turned off.

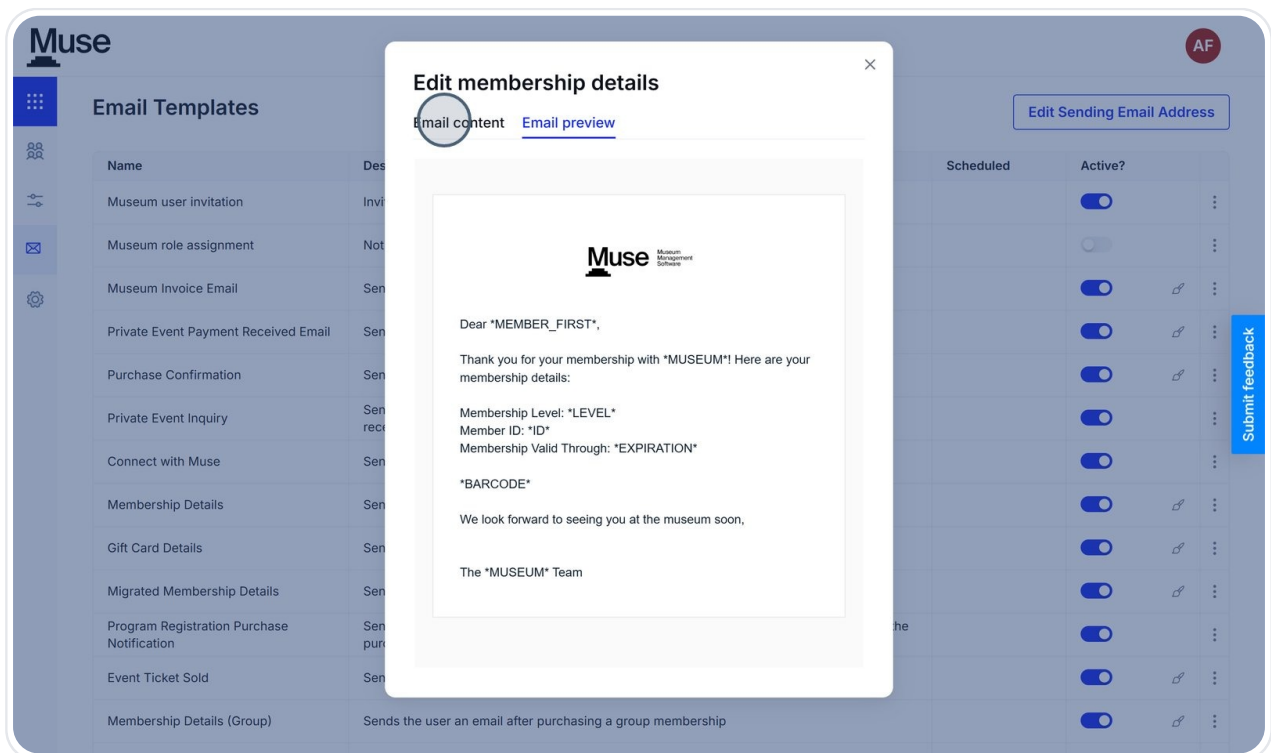
9. Preview your email for a real-time look before sending.



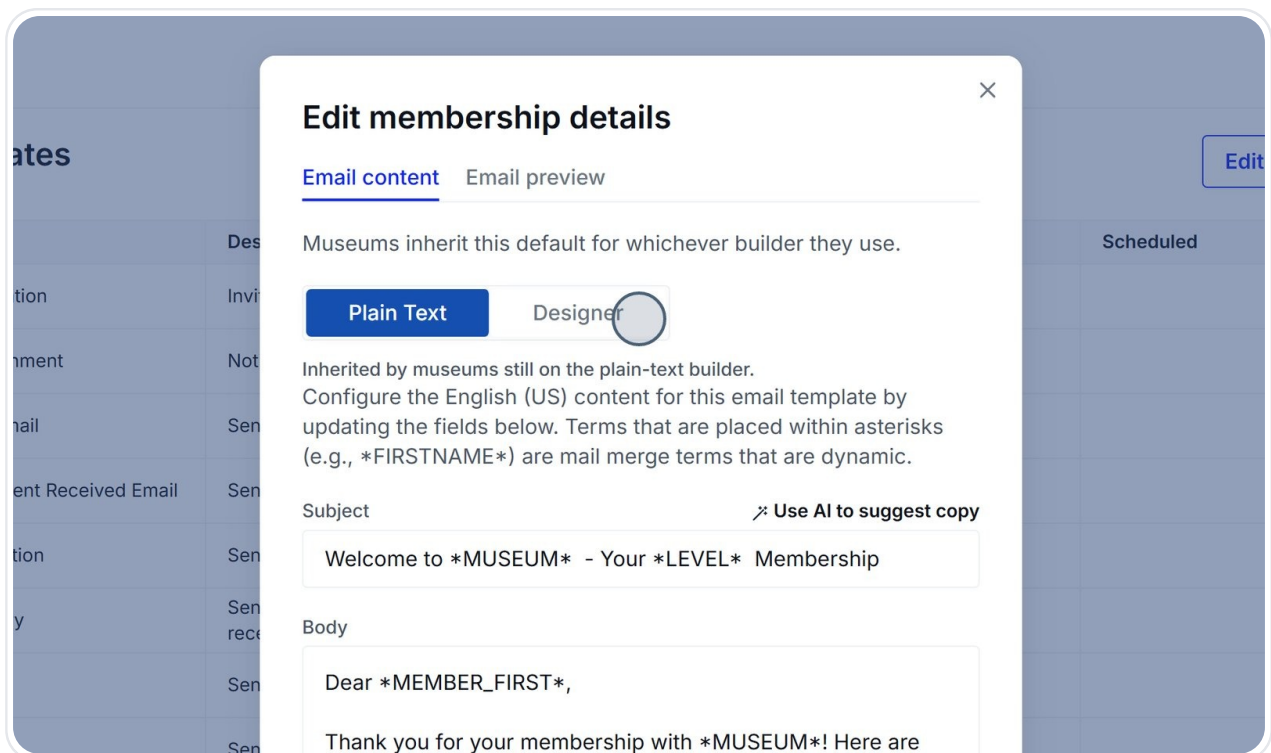
10.



11. Return to 'Email content' to make direct edits and customize the message.



12. Switch to the designer view for a creative, drag-and-drop email editing experience.



13. Switch back to the plain text mode for full control over your message's wording.

Edit membership details

[Email content](#)

Museums inherit this default for whichever builder they use.

☒ Plain Text ☐ Designer

Inherited by museums using the designer.

Default design for this template has been updated by Muse.

Subject

Welcome to *MUSEUM* - Your *LEVEL* Membership

CONTENT ROWS SETTINGS

14. Review the updated default template design before applying any changes.

[ent](#)

inherit this default for whichever builder they use.

Text ☒ Designer

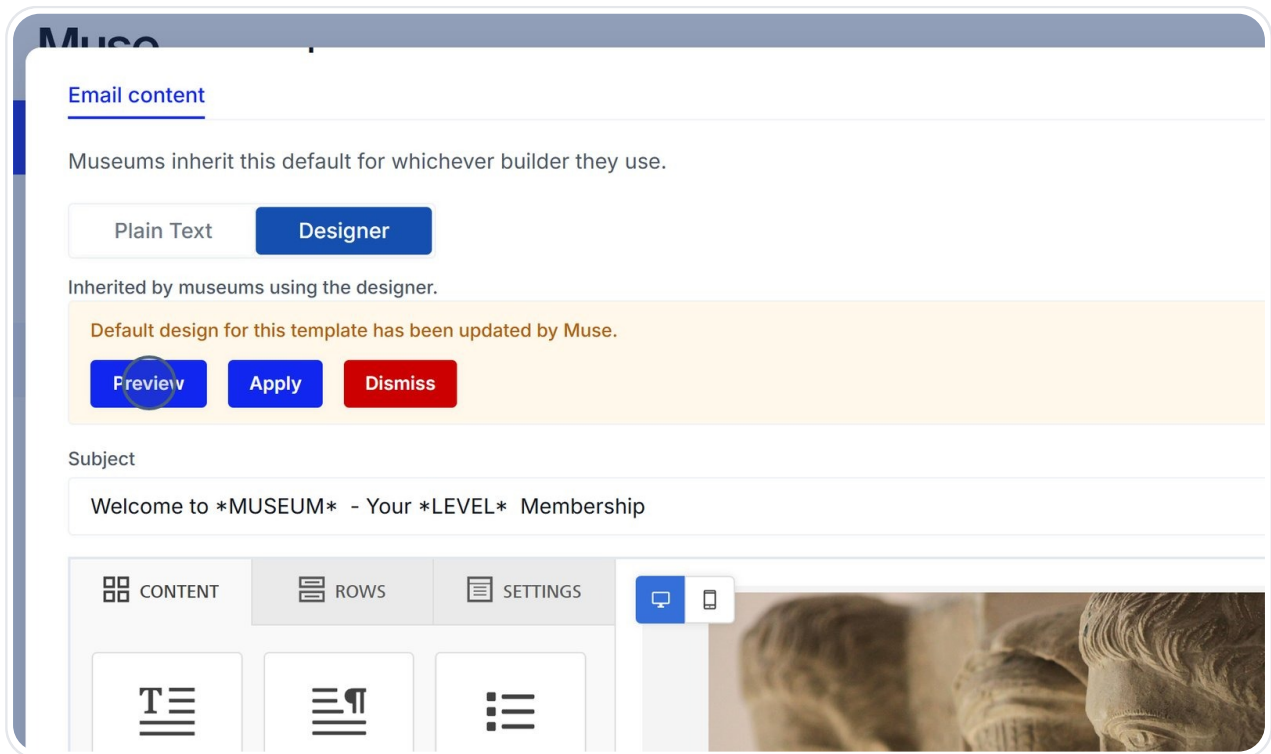
museums using the designer.

esign for this template has been updated by Muse.

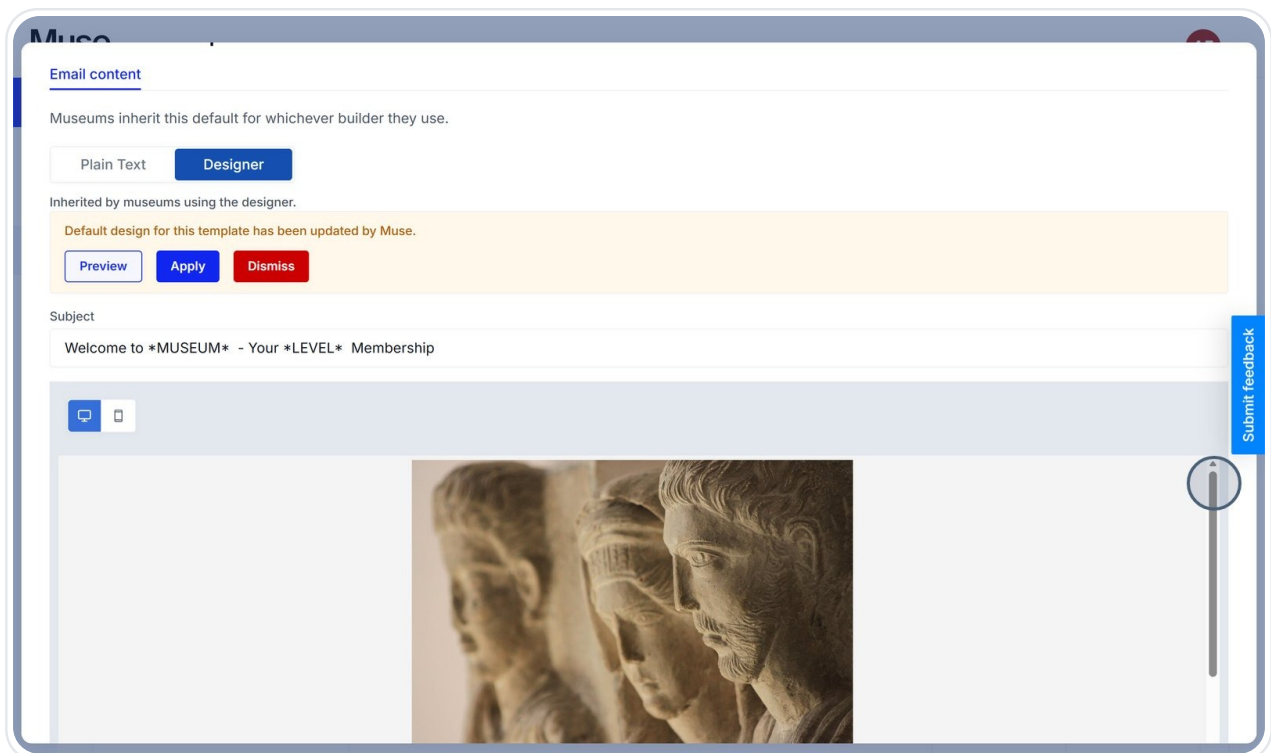
e to *MUSEUM* - Your *LEVEL* Membership

CONTENT ROWS SETTINGS

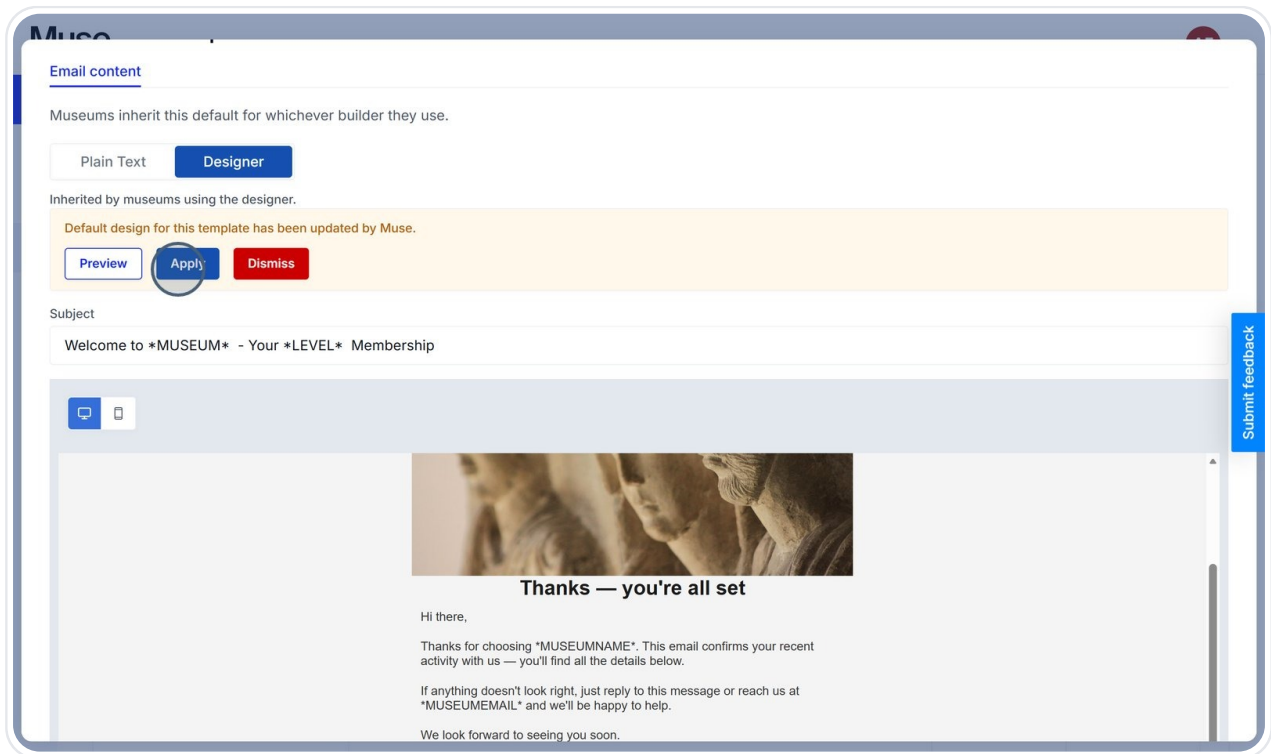
15. Preview your email to ensure it matches your branding and tone.



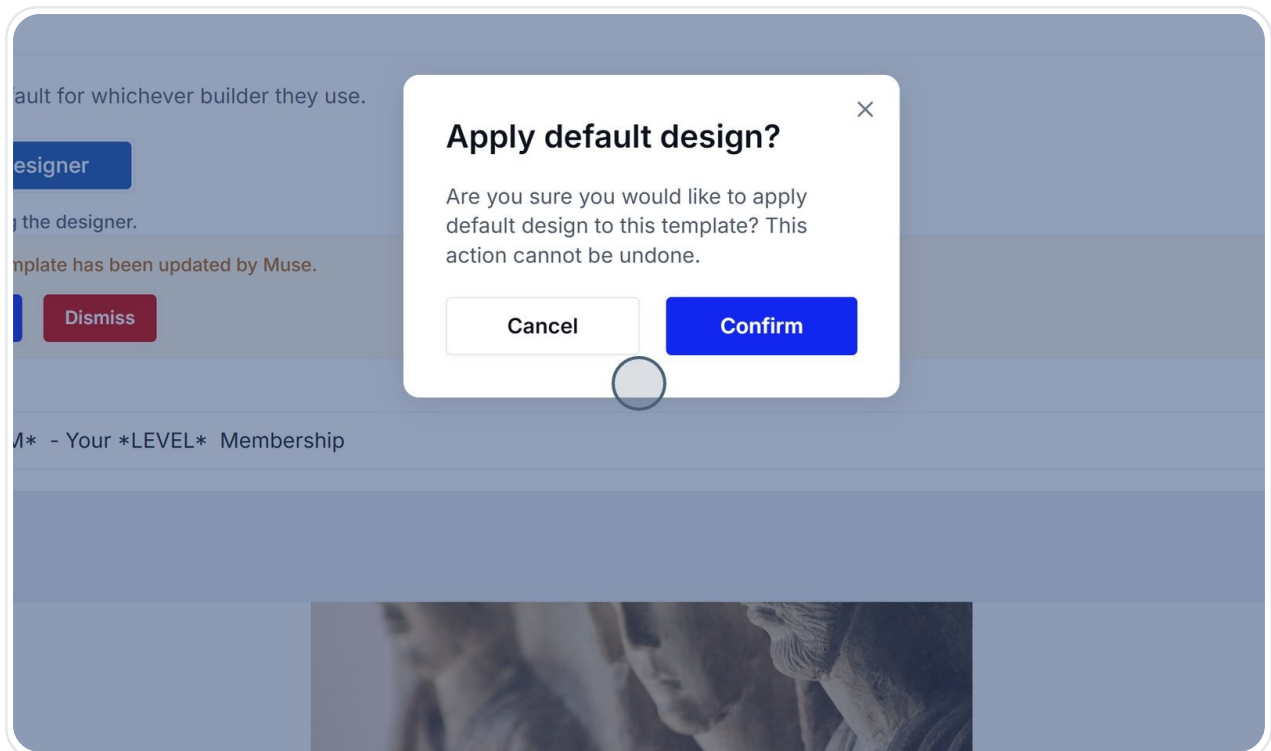
16. Scroll through your draft to craft a fully customized confirmation email.



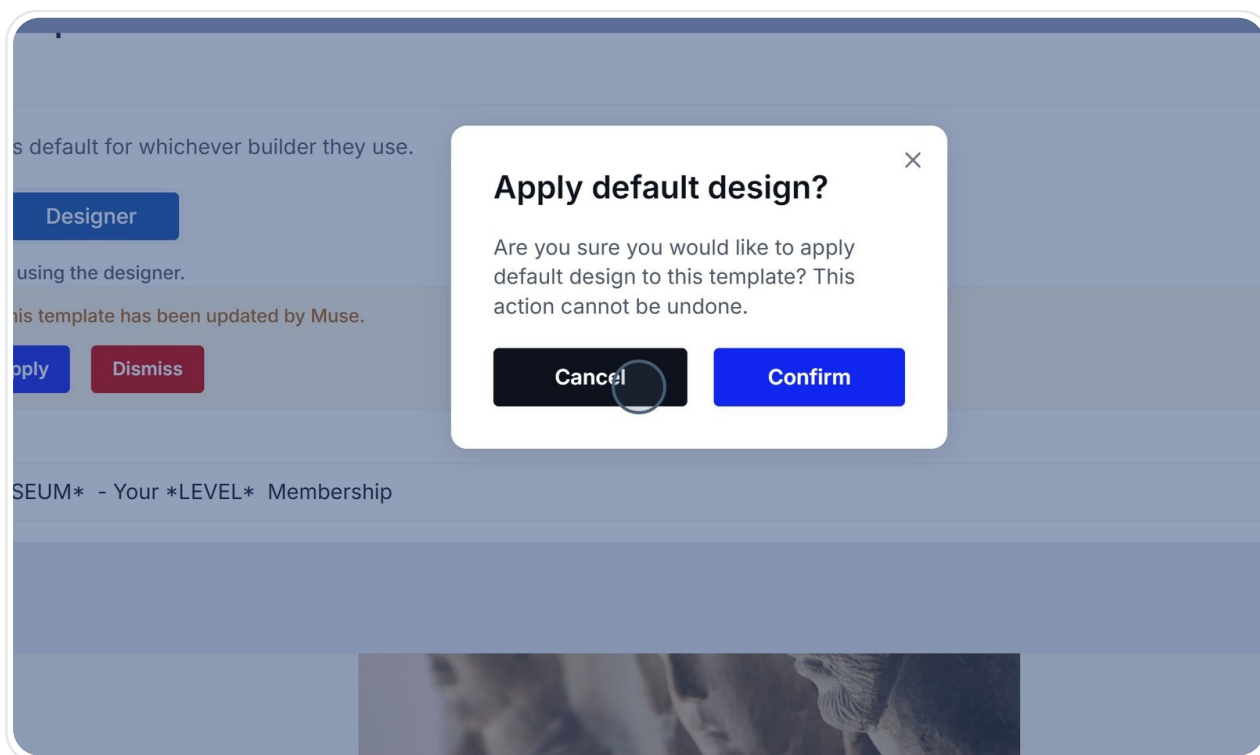
17. Click 'Apply' to update your membership email with the latest design enhancements.



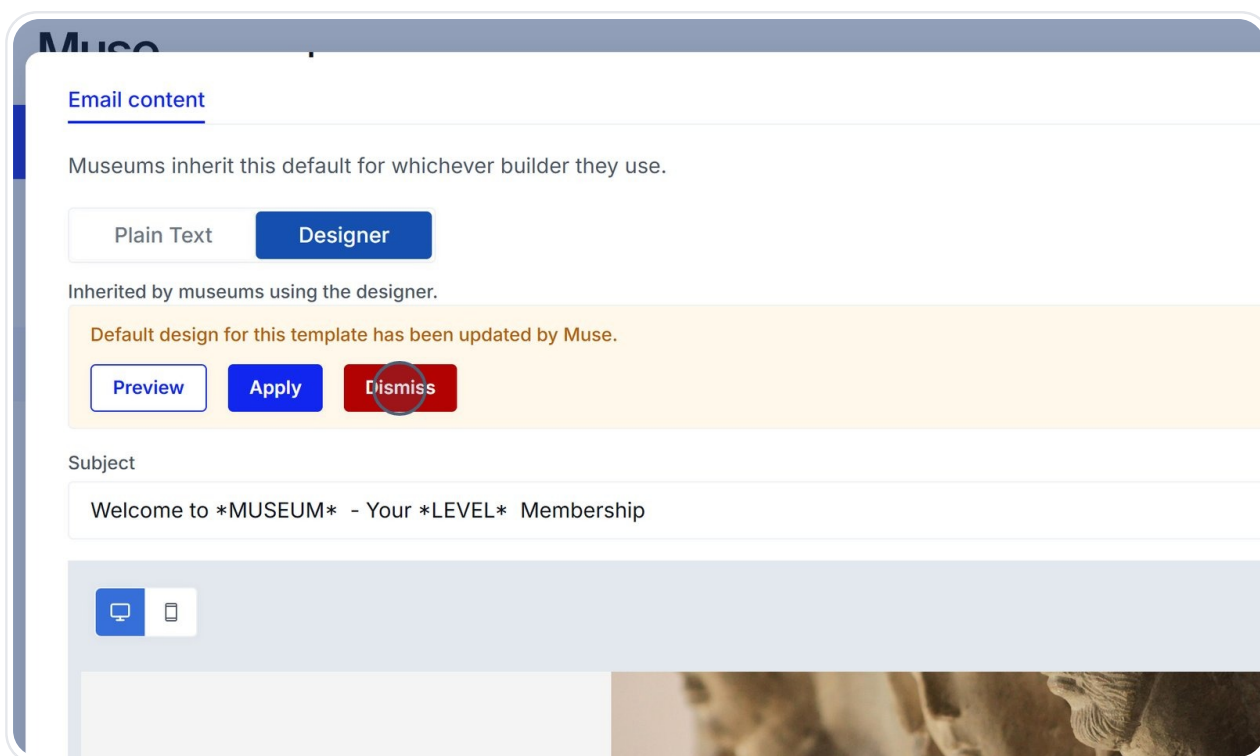
18. Review the confirmation before finalizing any design changes that can't be undone.



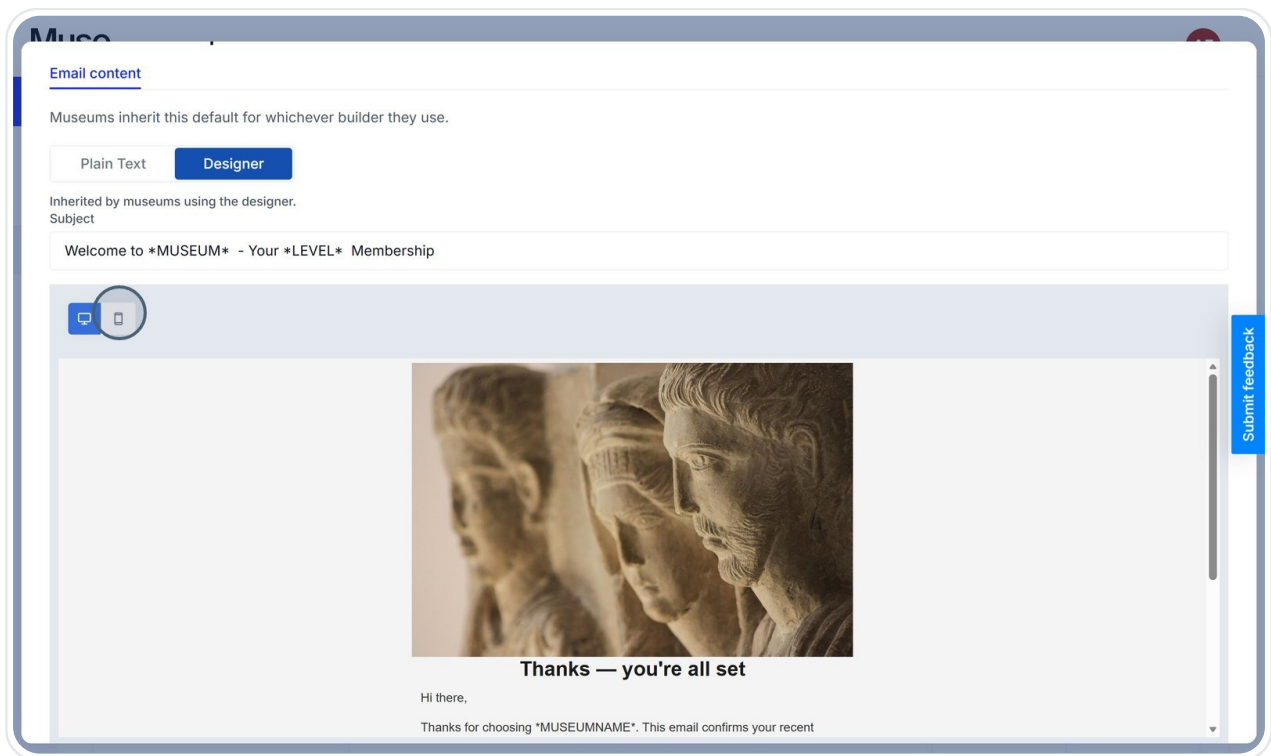
19. Click 'Cancel' if you choose not to apply the new design to your template.



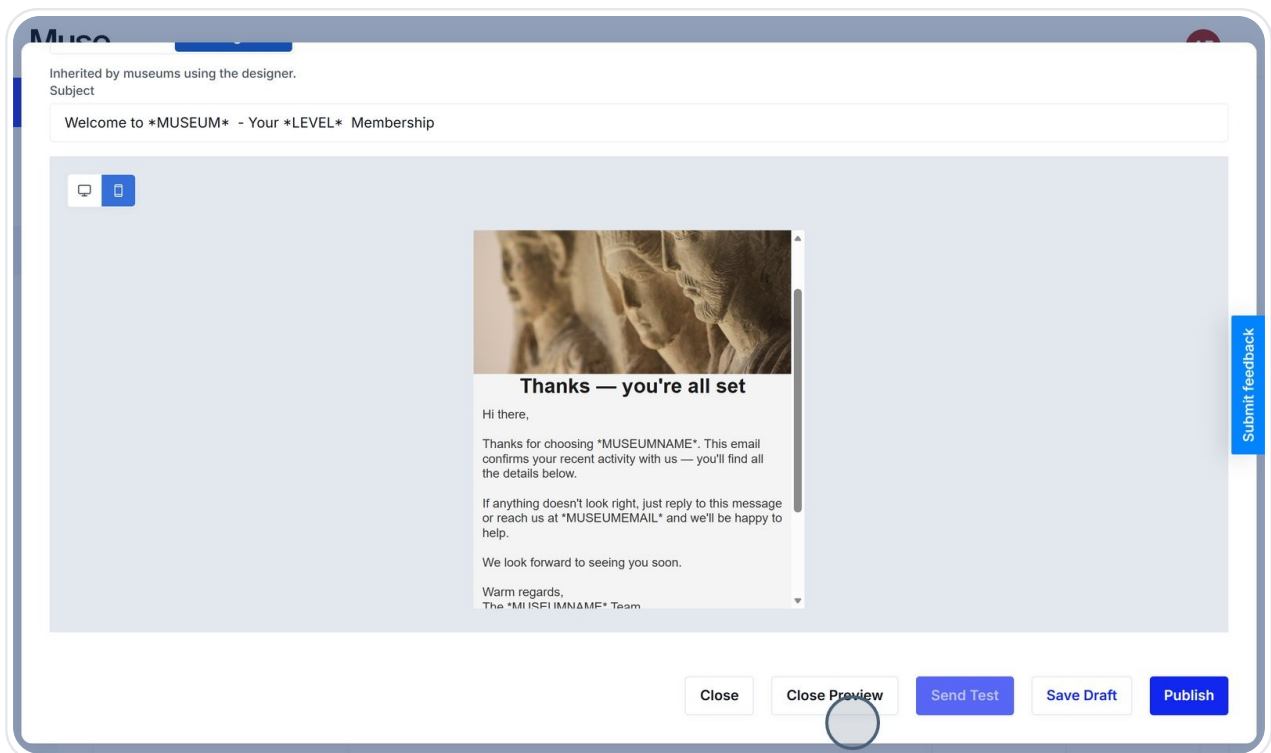
20. Dismiss the update notification to focus on your email edits.



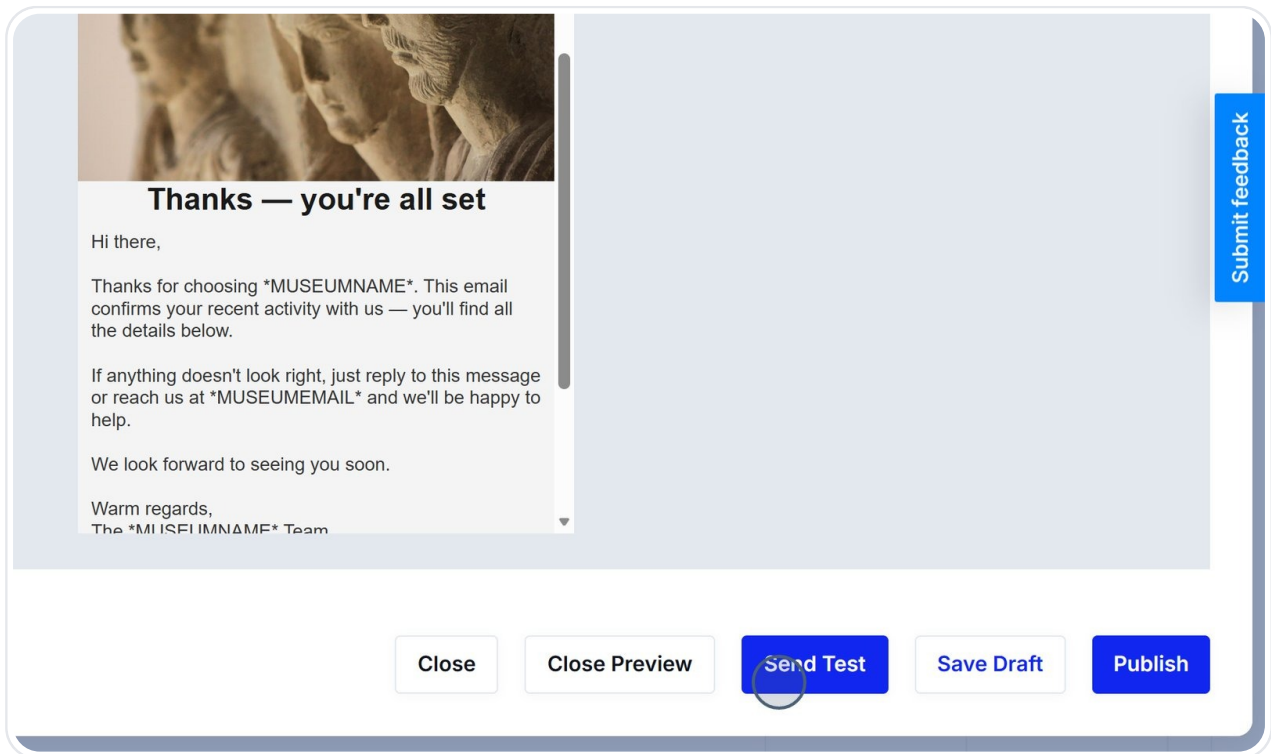
21. Use the tablet icon to preview how your email will display on mobile.



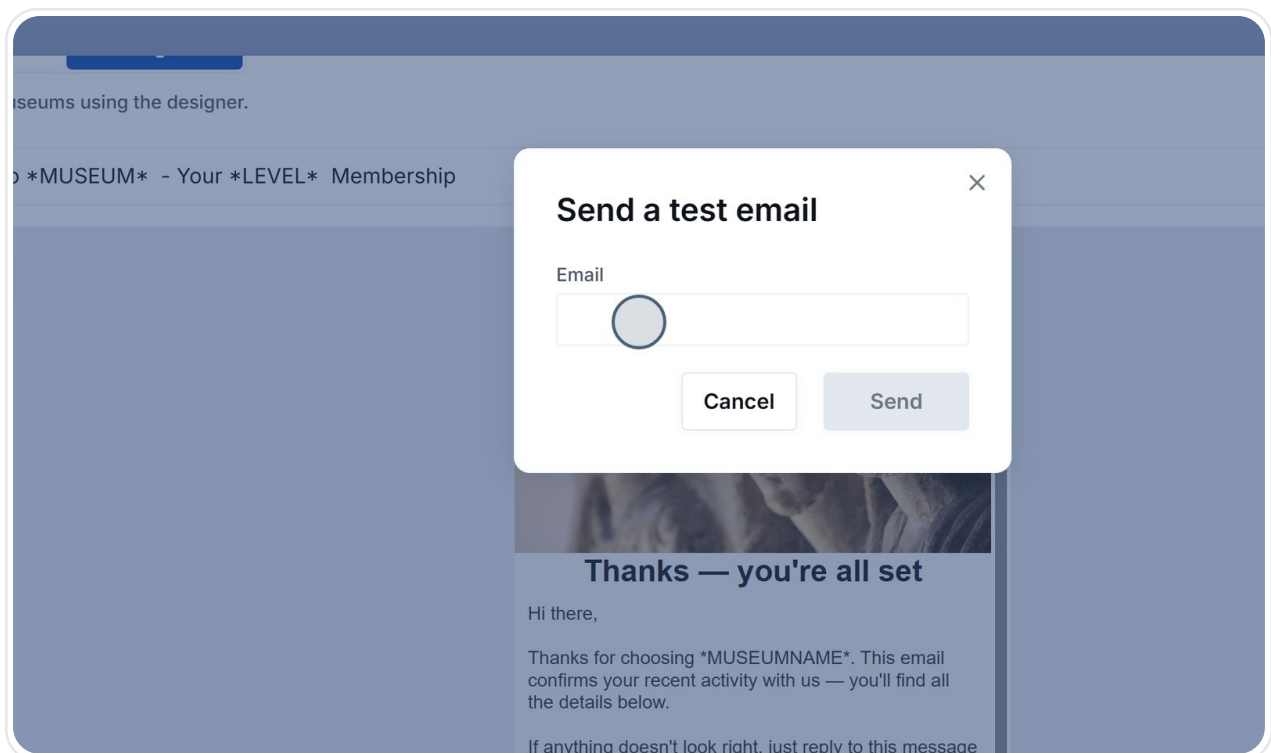
22. Close the preview to return to editing and finalize your customizations.



23. Send a test email to yourself or a colleague to see the finished result before publishing.



24. Enter your test email address to see exactly what your members will receive.



25. Save your progress as a draft and return anytime to keep perfecting your template.



Thanks — you're all set

Hi there,

Thanks for choosing *MUSEUMNAME*. This email confirms your recent activity with us — you'll find all the details below.

If anything doesn't look right, just reply to this message or reach us at *MUSEUMEMAIL* and we'll be happy to help.

We look forward to seeing you soon.

Warm regards,
The *MUSEUMNAME* Team

Submit feedback

Close

Close Preview

Send Test

Save Draft

Publish

26. Publish your customized confirmation email to make it live for your members.



Thanks — you're all set

Hi there,

Thanks for choosing *MUSEUMNAME*. This email confirms your recent activity with us — you'll find all the details below.

If anything doesn't look right, just reply to this message or reach us at *MUSEUMEMAIL* and we'll be happy to help.

We look forward to seeing you soon.

Warm regards,
The *MUSEUMNAME* Team

Submit feedback

Close

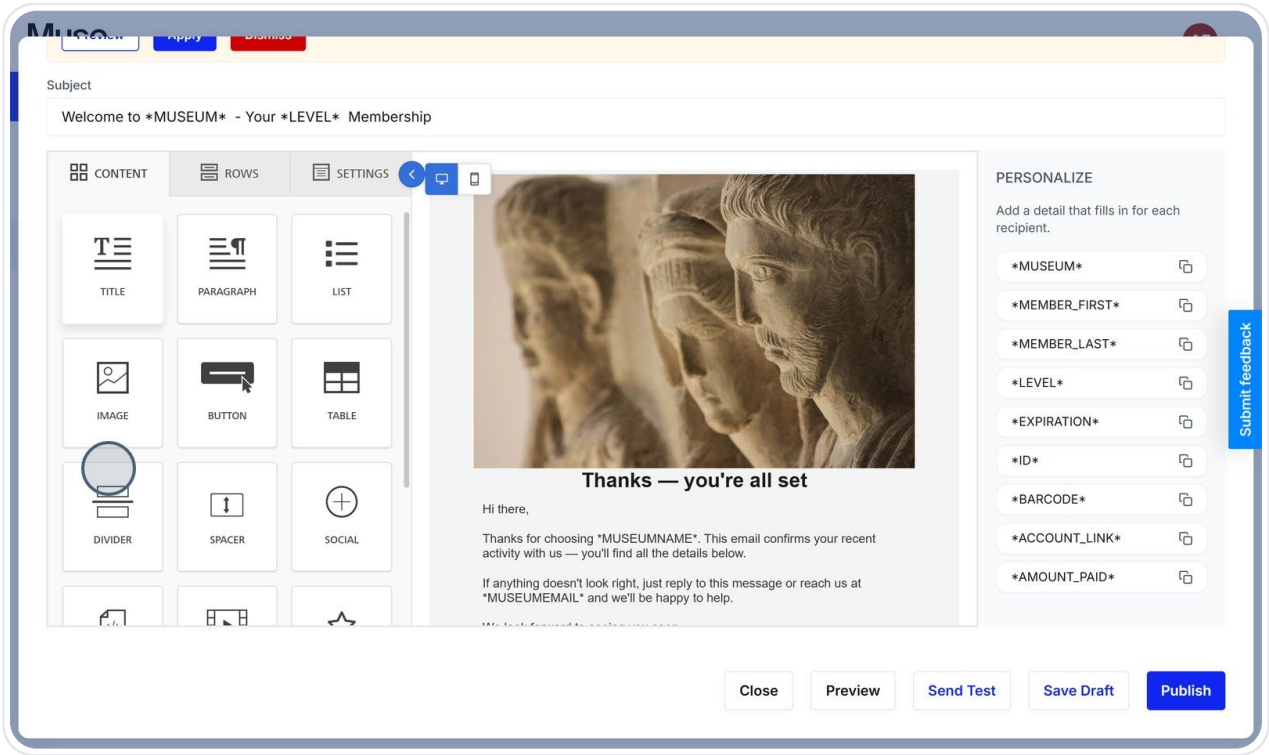
Close Preview

Send Test

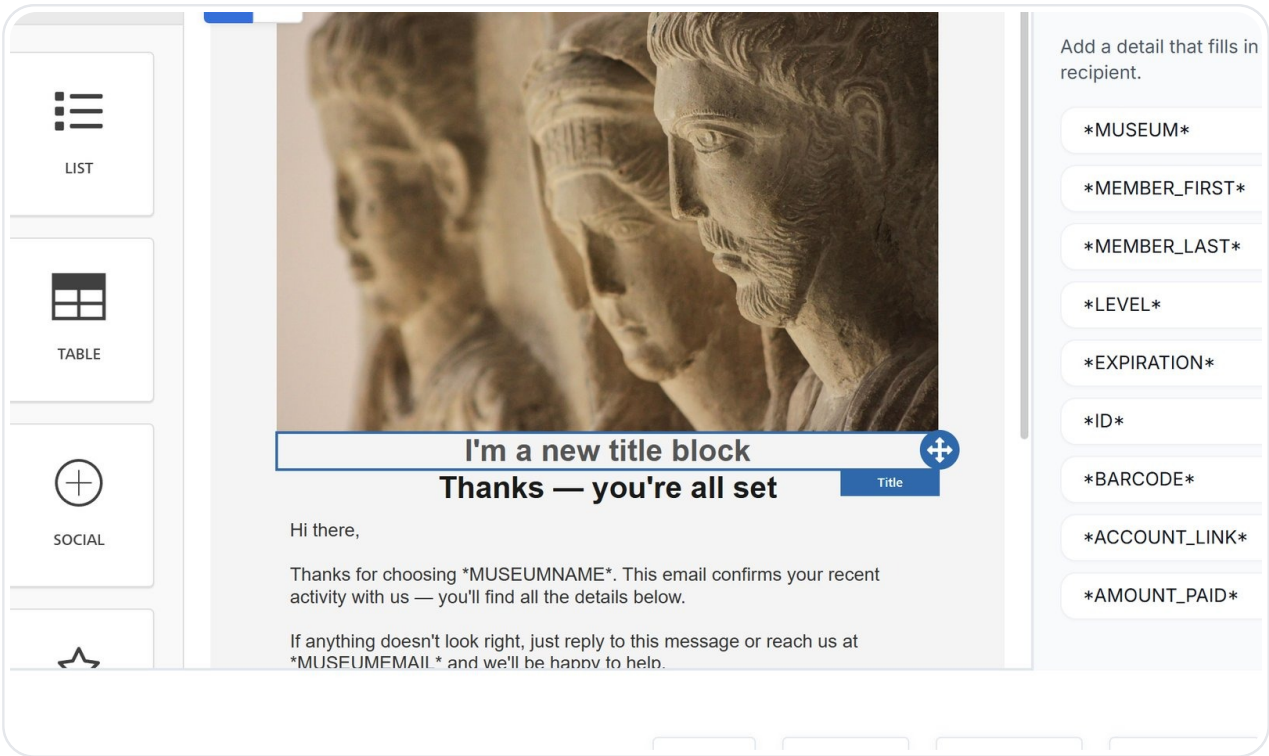
Save Draft

Publish

27. Click an element to drag and drop into your email



28.



29. Edit any copy within the text element

The screenshot shows an email editor interface. On the left is a 'SETTINGS' sidebar with options for font, size, and color. The main canvas displays a preview of an email with a header image of classical statues. Below the image is a text block titled 'I'm a new title block' with a blue plus icon for adding more content. A text editor toolbar is overlaid on the text, showing options for bold, italic, underline, strikethrough, text color, background color, link, unlink, and merge tags. The text content reads: 'Hi there, Thanks for choosing *MUSEUMNAME*. This email confirms your recent activity with us — you'll find all the details below. If anything doesn't look right, just reply to this message or reach us at *MUSEUMEMAIL* and we'll be happy to help.'

PERSONALIZE

Add a detail that fills in for recipient.

- *MUSEUM*
- *MEMBER_FIRST*
- *MEMBER_LAST*
- *LEVEL*
- *EXPIRATION*
- *ID*
- *BARCODE*
- *ACCOUNT_LINK*
- *AMOUNT_PAID*

30. Duplicate a content block to reuse designs and save editing time.

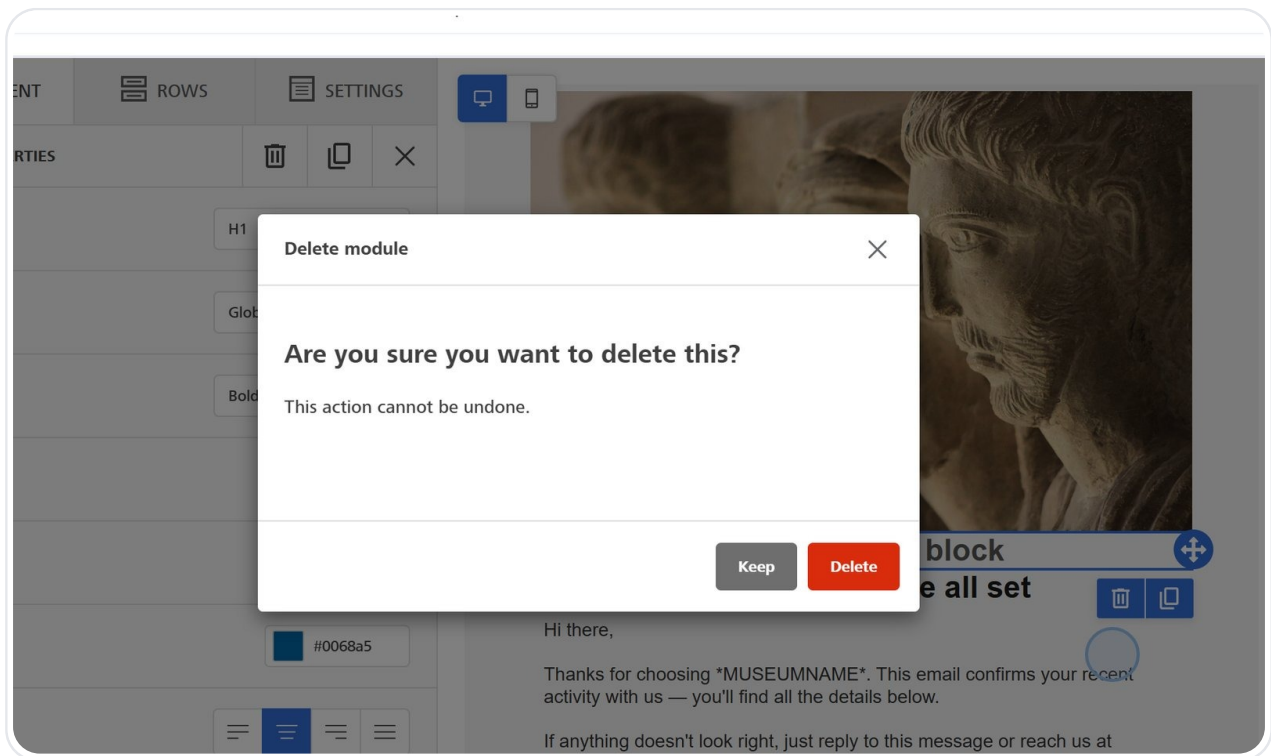
The screenshot shows the same email editor interface as before, but with the text block now containing the text 'Thanks — you're all set'. A 'Duplicate' button has appeared next to the text block, indicating that the content can be reused. The rest of the interface, including the settings sidebar and the personalize panel, remains the same.

PERSONALIZE

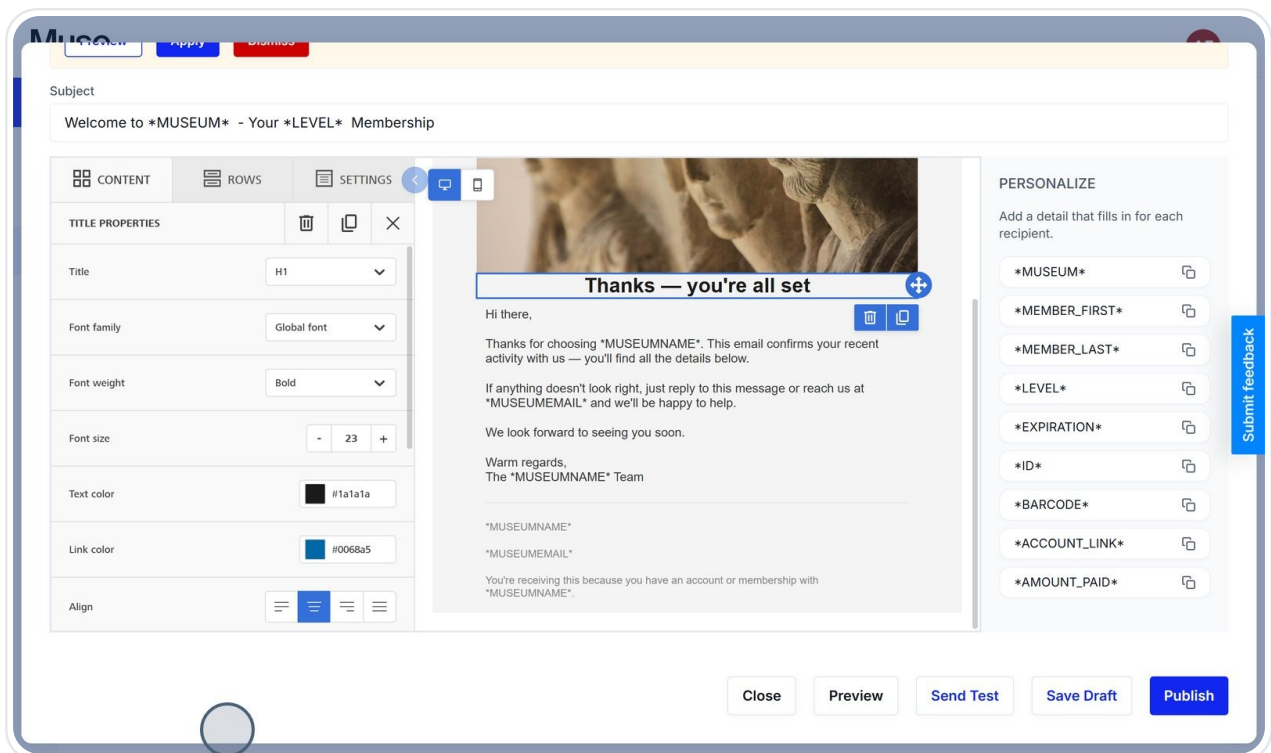
Add a detail that fills in for recipient.

- *MUSEUM*
- *MEMBER_FIRST*
- *MEMBER_LAST*
- *LEVEL*
- *EXPIRATION*
- *ID*
- *BARCODE*
- *ACCOUNT_LINK*
- *AMOUNT_PAID*

31. Delete an element at any time



32. View and adjust the properties for any element to reflect your branding



33.

SETTINGS

font

14

#333333

#0068a5

16

Thanks — you're all set

Hi there,

Thanks for choosing *MUSEUMNAME*. This email confirms your recent activity with us — you'll find all the details below.

If anything doesn't look right, just reply to this message or reach us at *MUSEUMEMAIL* and we'll be happy to help.

We look forward to seeing you soon.

Warm regards,
The *MUSEUMNAME* Team

MUSEUMNAME

MUSEUMEMAIL

You're receiving this because you have an account or membership with *MUSEUMNAME*.

PERSONALIZE

Add a detail that fills in for recipient.

- *MUSEUMNAME*
- *MEMBER_FIRST*
- *MEMBER_LAST*
- *LEVEL*
- *EXPIRATION*
- *ID*
- *BARCODE*
- *ACCOUNT_LINK*
- *AMOUNT_PAID*

34. Add additional Rows to the template

CONTENT

ROWS

SETTINGS

ROW PROPERTIES

BACKGROUNDS

Row background color

transparent

Content area background color

transparent

BORDERS

Content area border

More options

All sides

solid

0

transparent

Content area rounded corners

More options

All corners

Thanks — you're all set

Hi there,

Thanks for choosing *MUSEUMNAME*. This email confirms your recent activity with us — you'll find all the details below.

If anything doesn't look right, just reply to this message or reach us at *MUSEUMEMAIL* and we'll be happy to help.

We look forward to seeing you soon.

Warm regards,
The *MUSEUMNAME* Team

MUSEUMNAME

MUSEUMEMAIL

You're receiving this because you have an account or membership with *MUSEUMNAME*.

35.

Cancel

Apply

Dismiss

Subject

Welcome to *MUSEUM* - Your *LEVEL* Membership

CONTENT

ROWS

SETTINGS

Empty

Thanks — you're all set

Hi there,

Thanks for choosing *MUSEUMNAME*. This email confirms your recent activity with us — you'll find all the details below.

If anything doesn't look right, just reply to this message or reach us at *MUSEUMEMAIL* and we'll be happy to help.

We look forward to seeing you soon.

Warm regards,
The *MUSEUMNAME* Team

MUSEUMNAME

MUSEUMEMAIL

You're receiving this because you have an account or membership with *MUSEUMNAME*.

PERSONALIZE

Add a detail that fills in for each recipient.

MUSEUM

MEMBER_FIRST

MEMBER_LAST

LEVEL

EXPIRATION

ID

BARCODE

ACCOUNT_LINK

AMOUNT_PAID

Submit feedback

Close

Preview

Send Test

Save Draft

Publish

36.

Hi there,

Thanks for choosing *MUSEUMNAME*. This email confirms your recent activity with us — you'll find all the details below.

If anything doesn't look right, just reply to this message or reach us at *MUSEUMEMAIL* and we'll be happy to help.

We look forward to seeing you soon.

Warm regards,
The *MUSEUMNAME* Team

MUSEUMNAME

MUSEUMEMAIL

You're receiving this because you have an account or membership with *MUSEUMNAME*.

Drop content blocks here

MUSEUM

MEMBER_FIRST

MEMBER_LAST

LEVEL

EXPIRATION

ID

BARCODE

ACCOUNT_LINK

AMOUNT_PAID

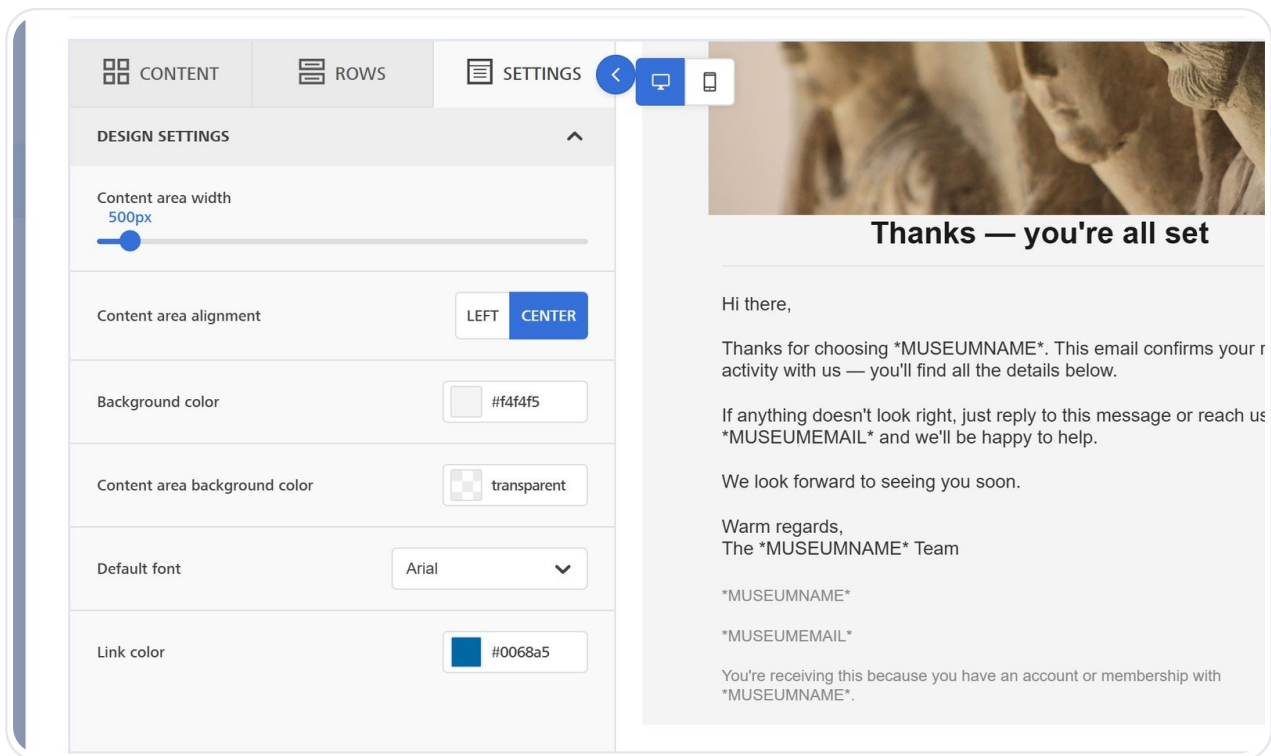
Close

Preview

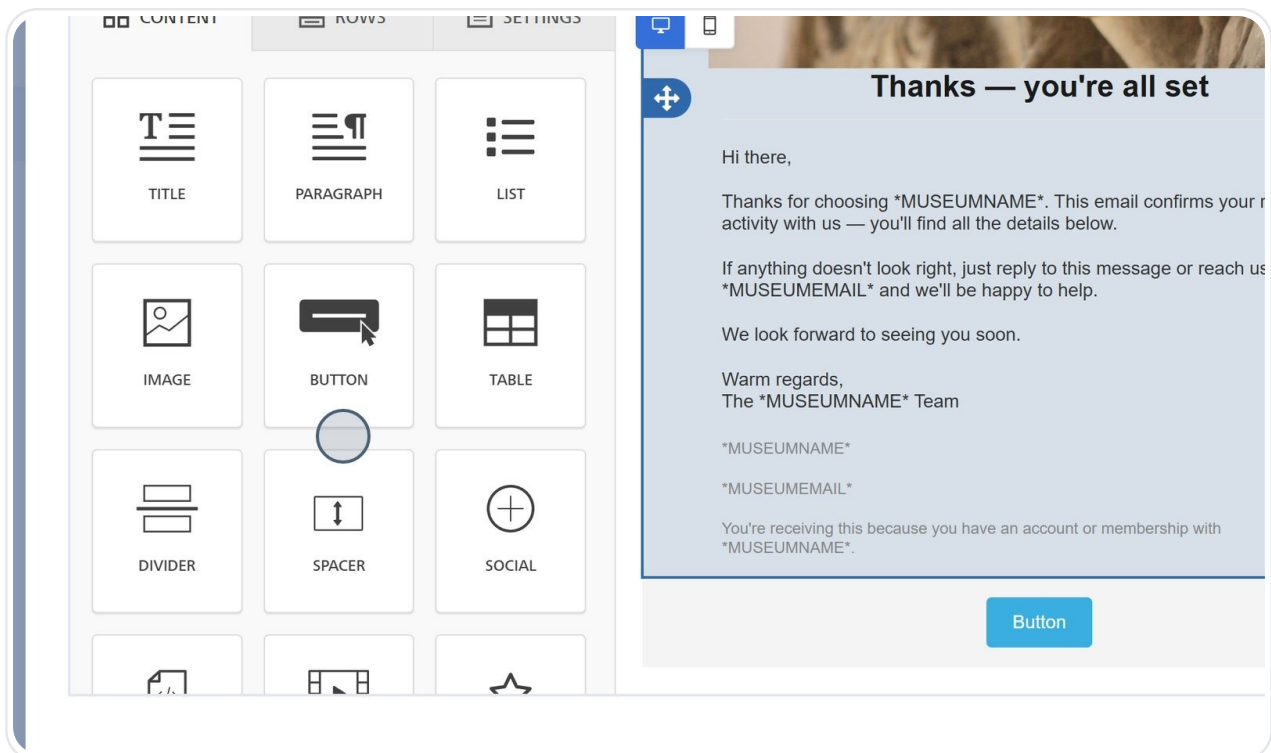
Send Test

Save Draft

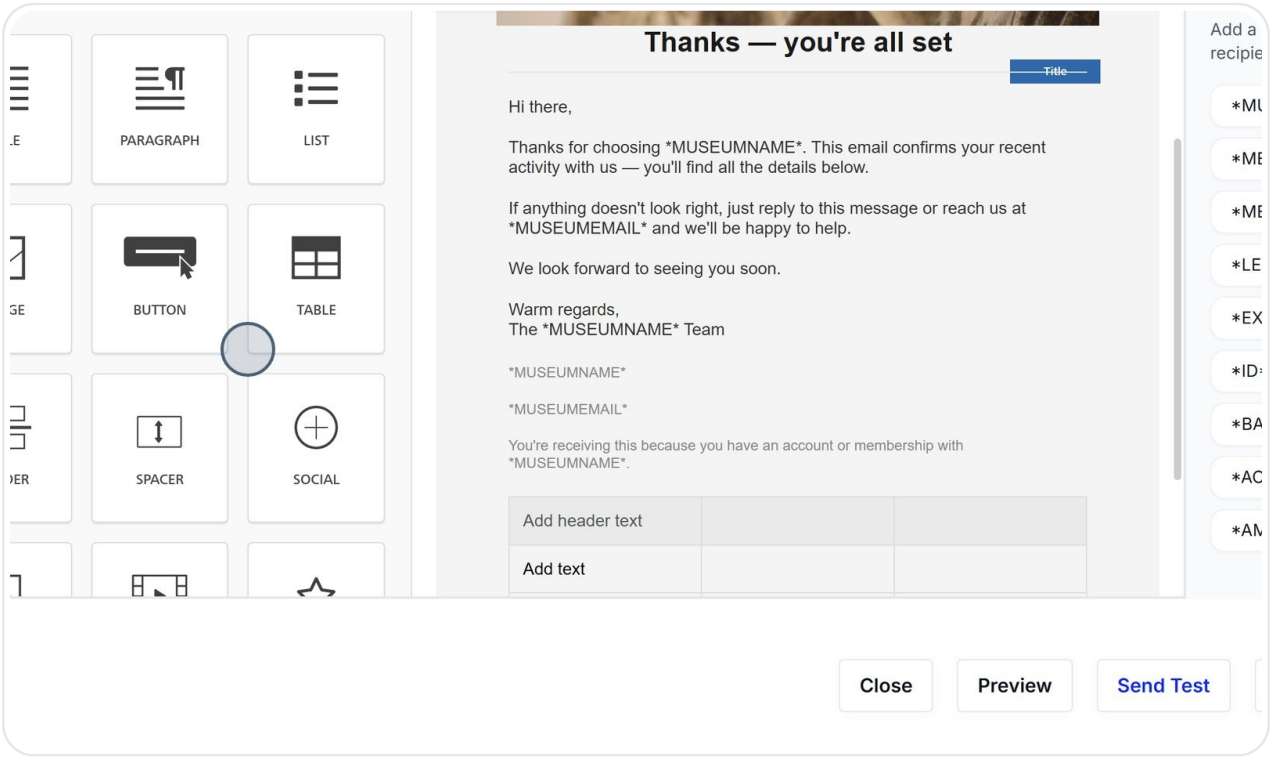
37. Click Settings to adjust the overall design of the template



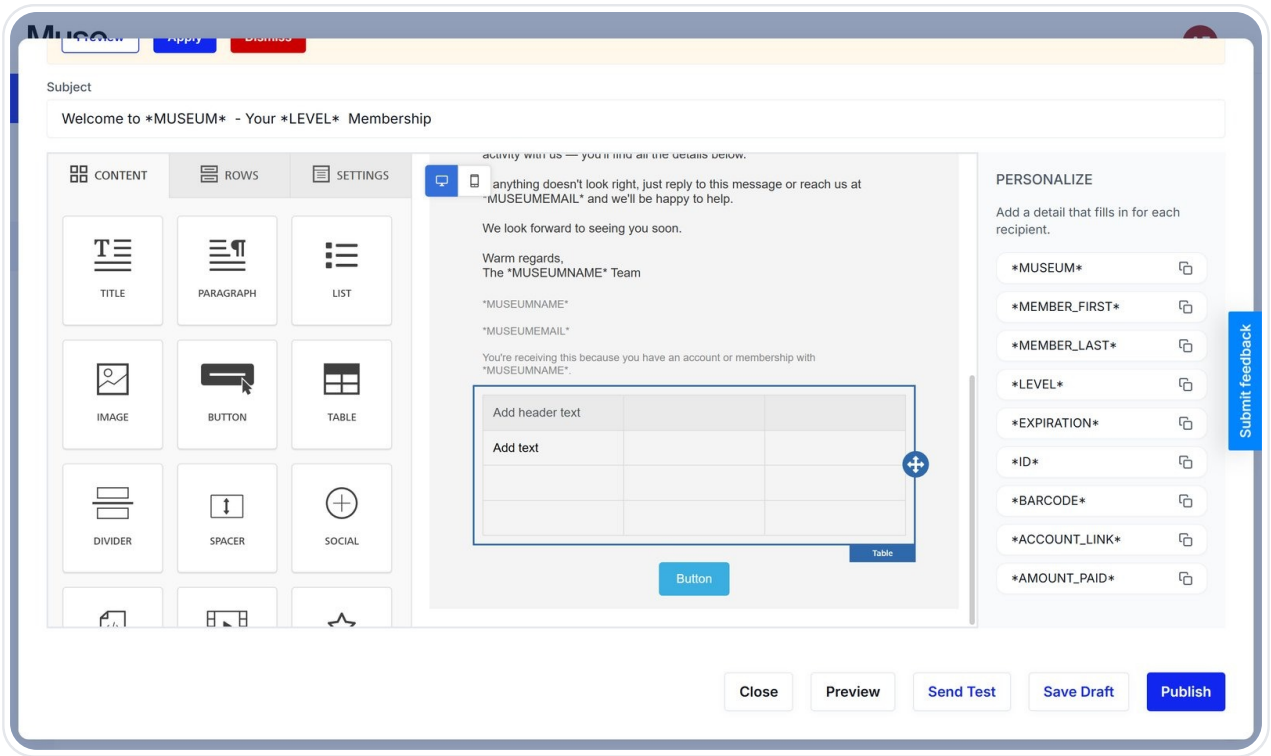
38. Button allows you to create and highlight a link in the email



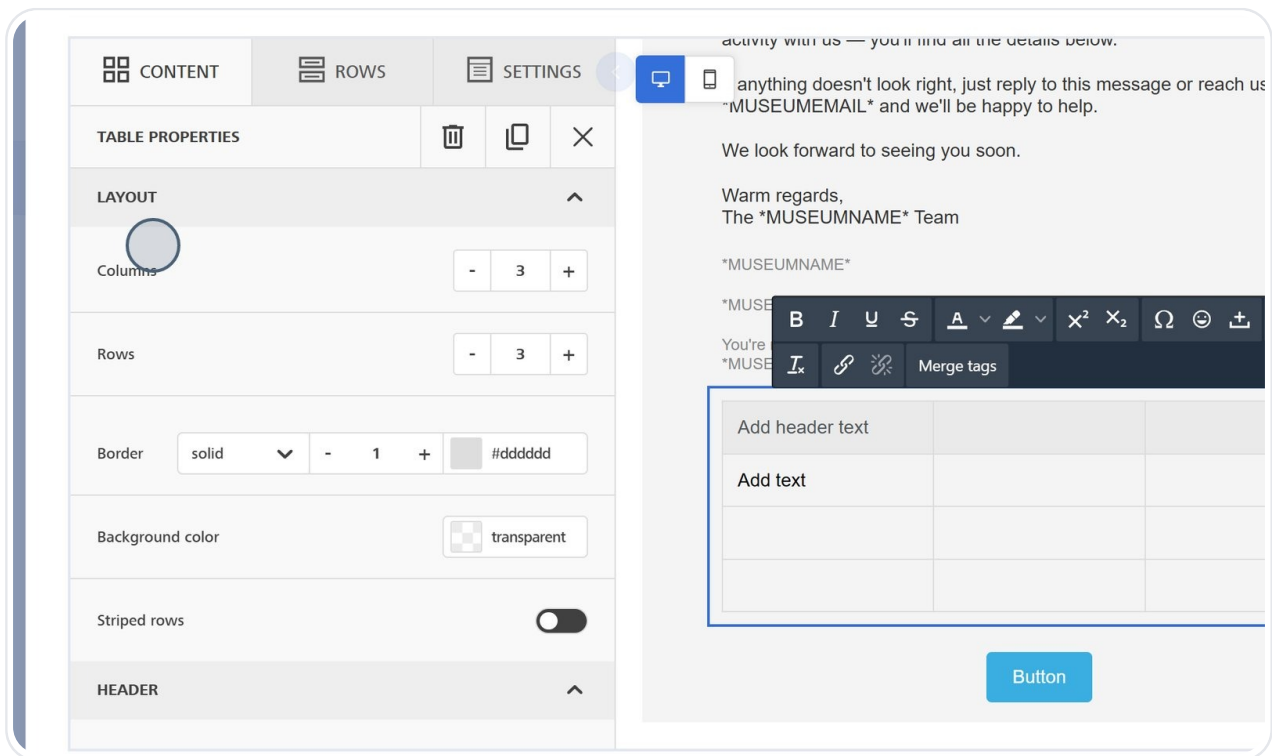
39. Add a table



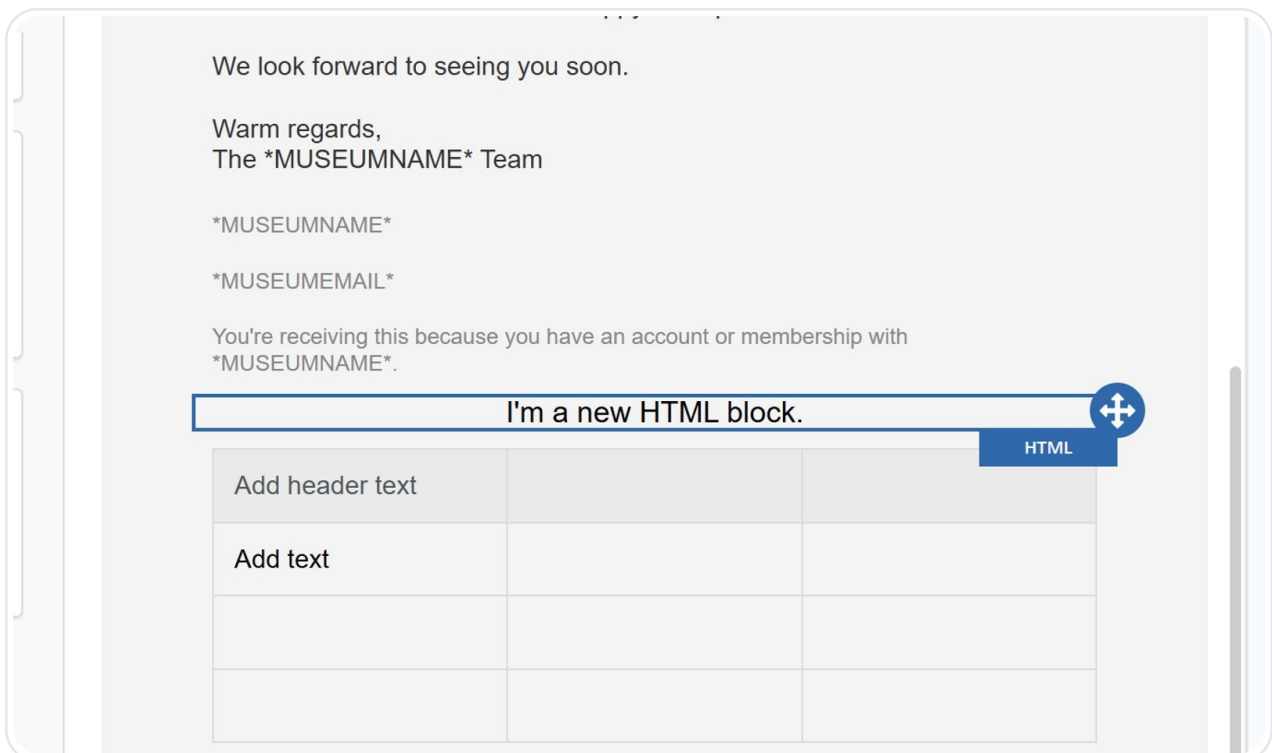
40.



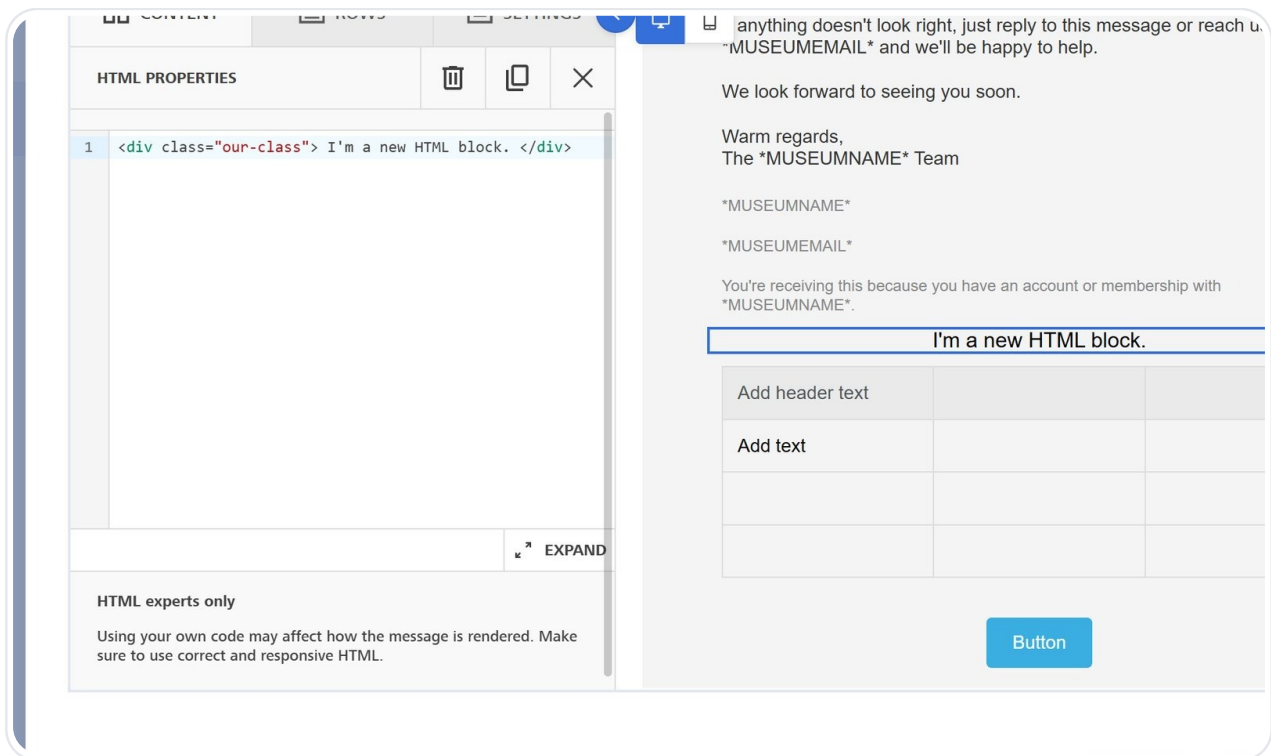
41. Customize your table



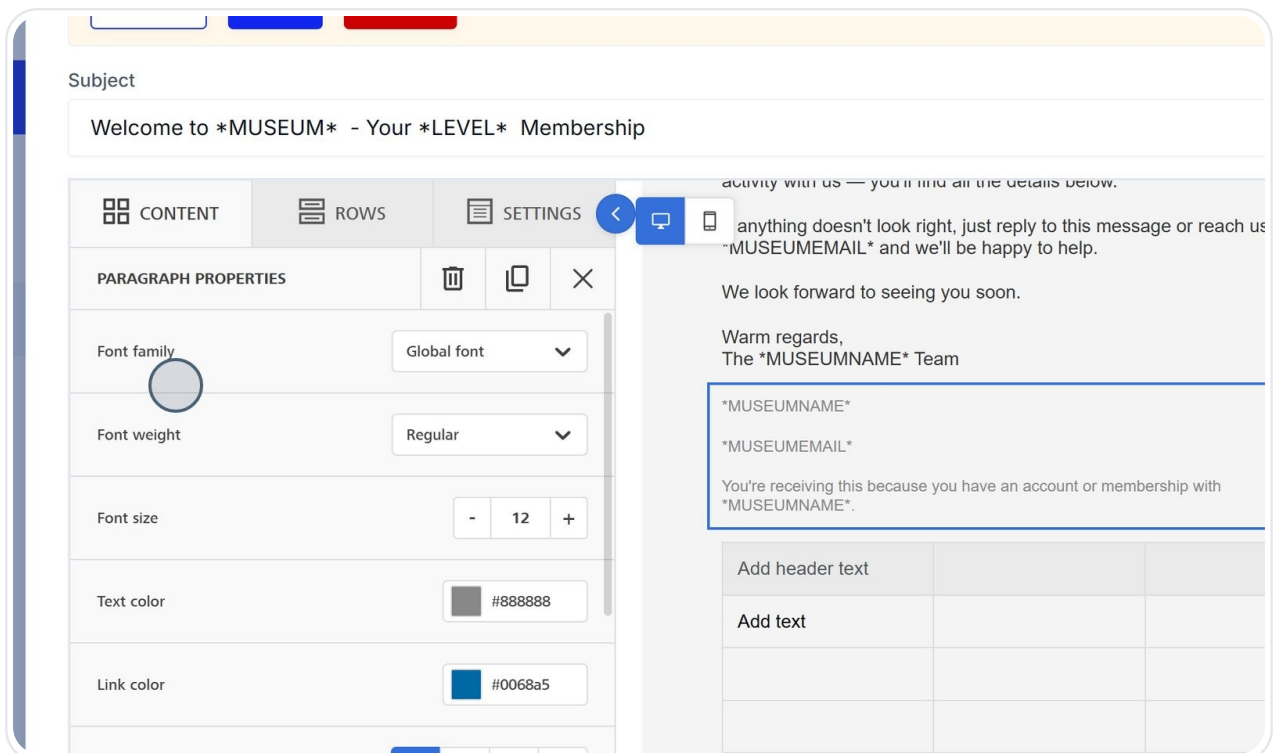
42.



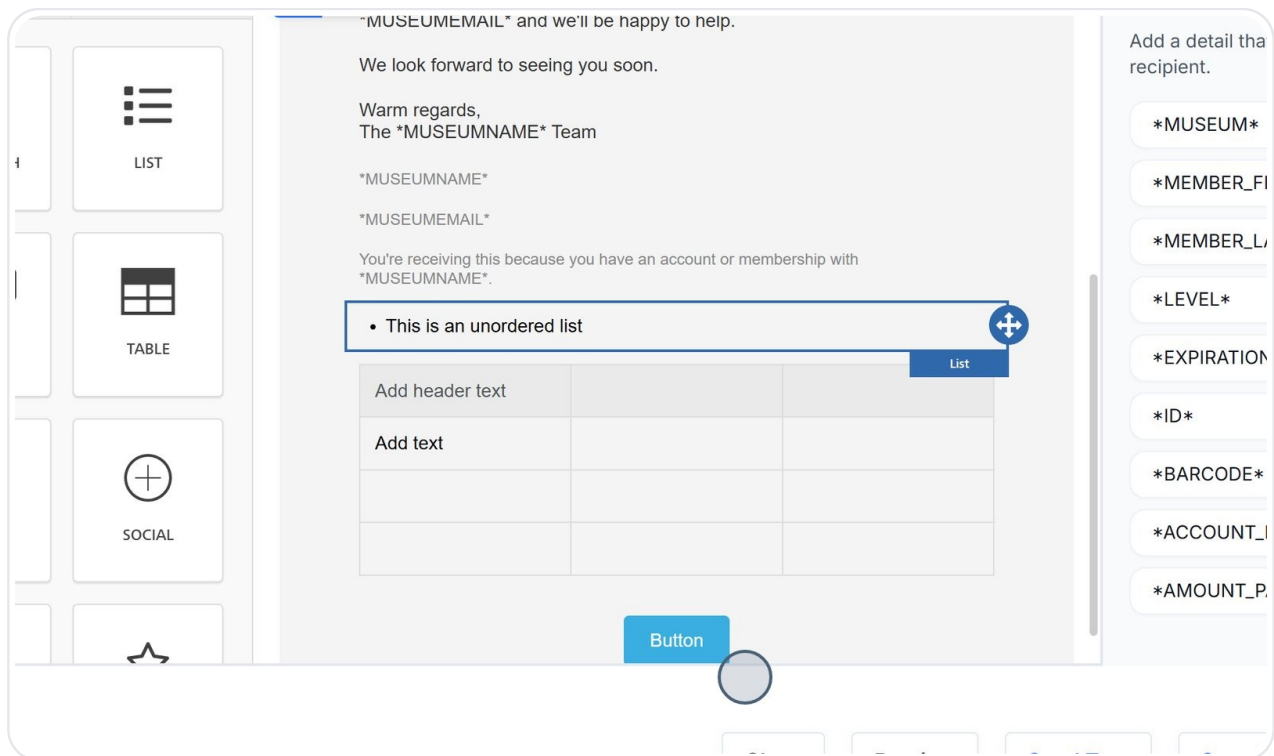
43.



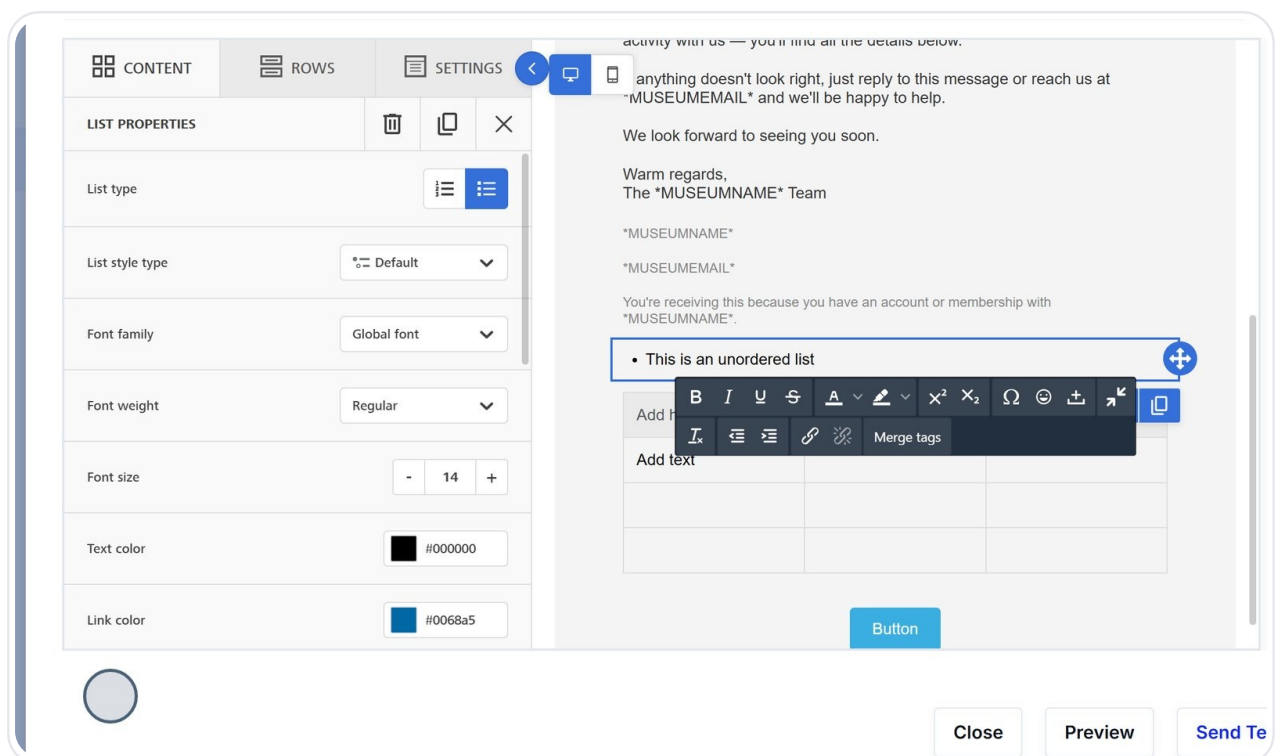
44. Add and customize a new paragraph to create a flow to your email



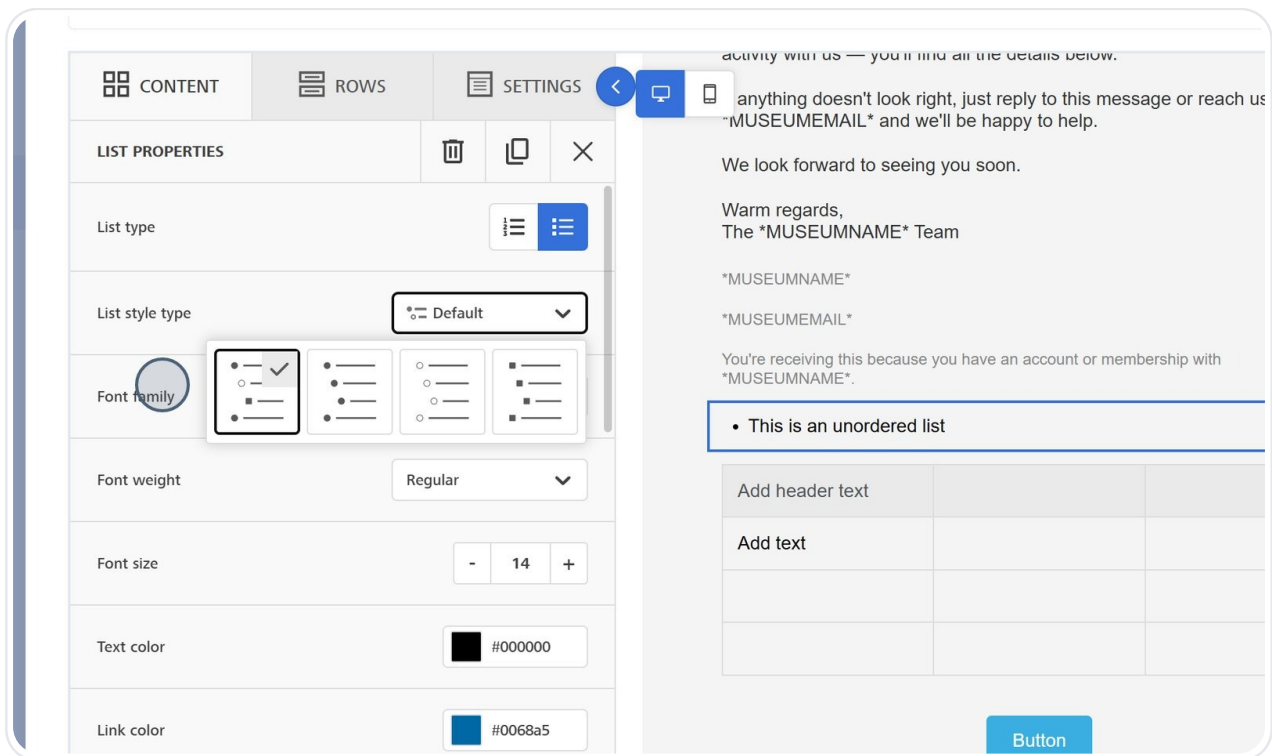
45.



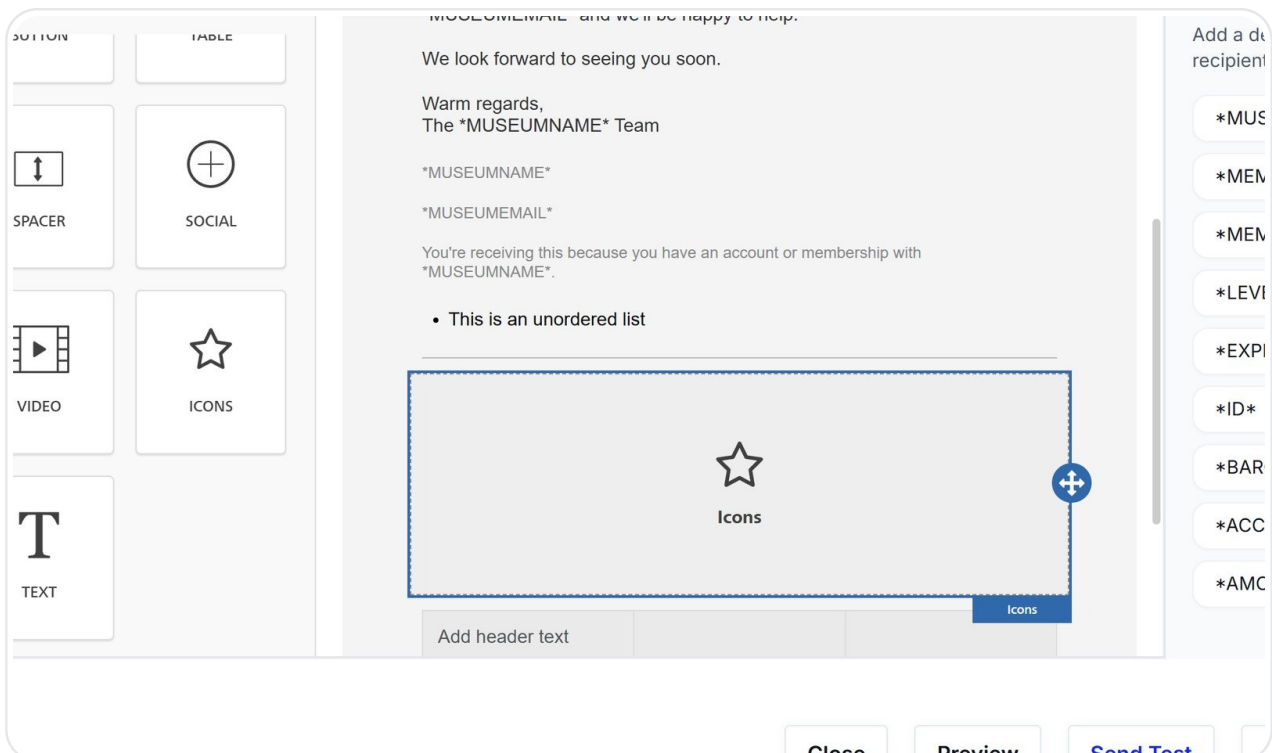
46. Customize the List



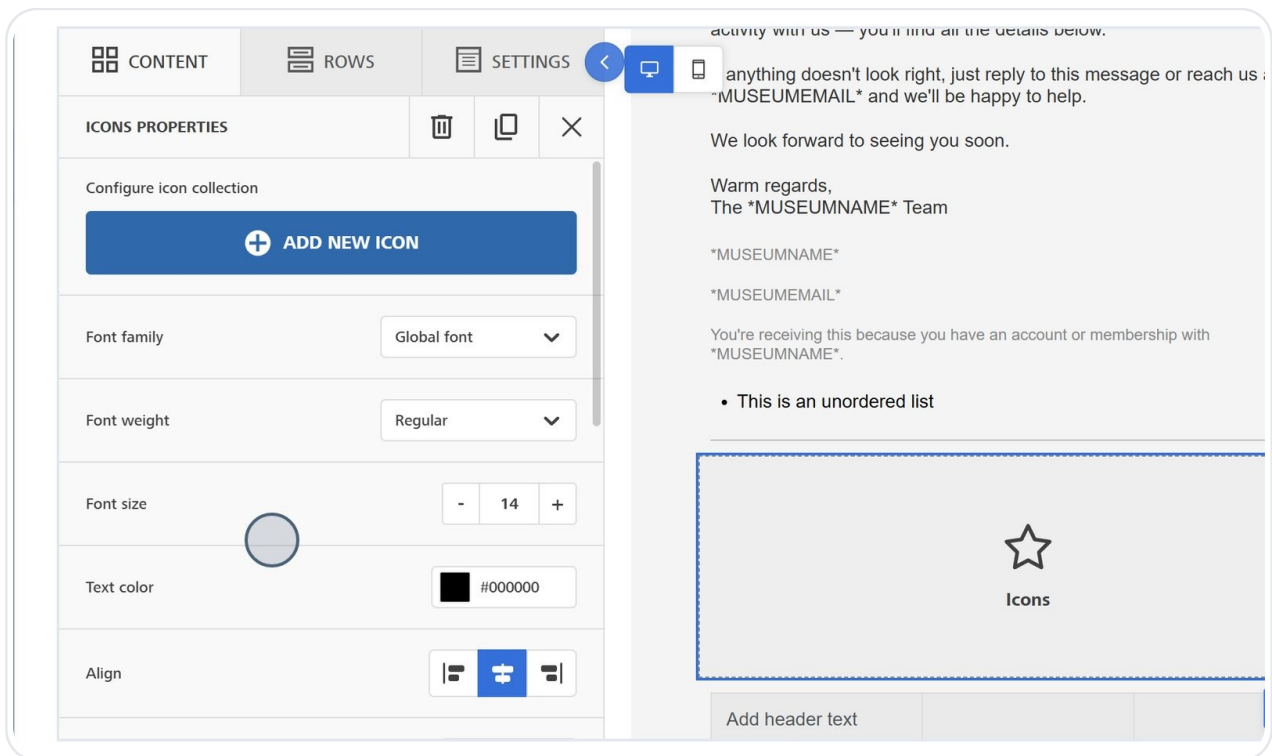
47.



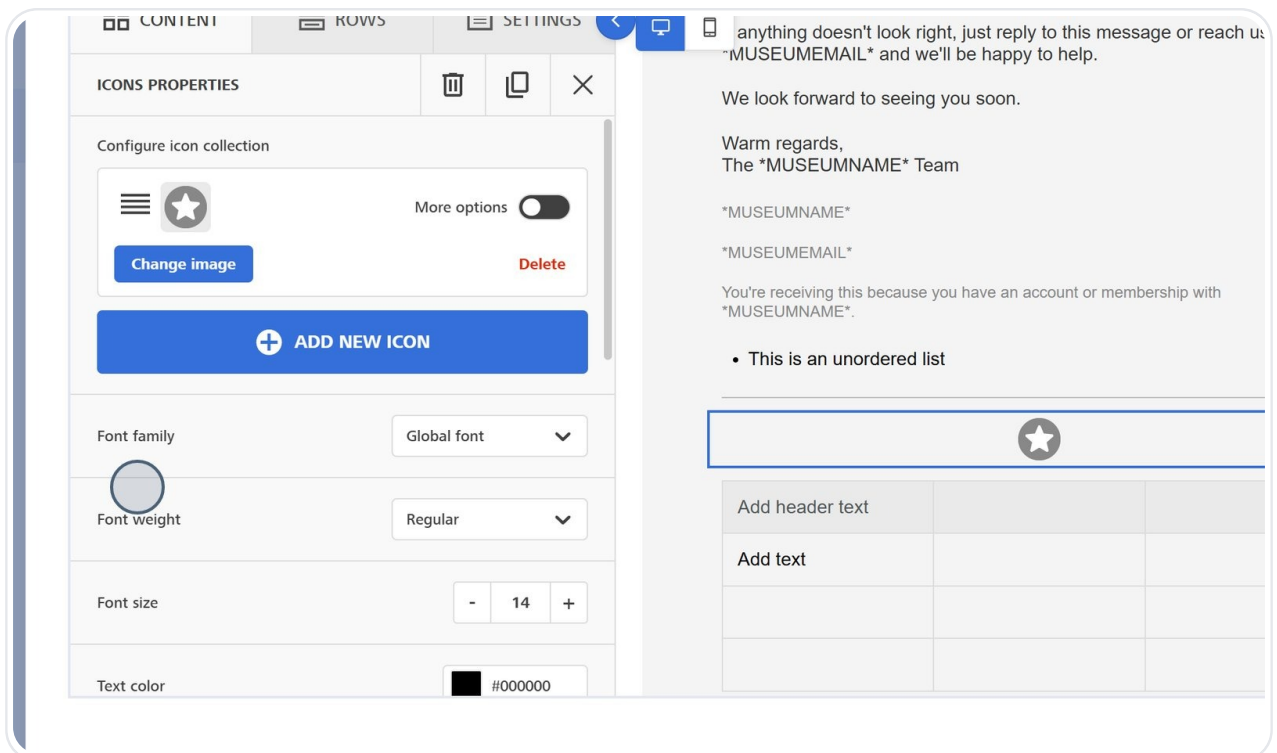
48.



49.



50.



51.

Subject

Welcome to *MUSEUM* - Your *LEVEL* Membership

File manager Upload Search free photos

Empty Folder, upload some files here.

PERSONALIZE
Add a detail that fills in for each recipient.

- *MUSEUM*
- *MEMBER_FIRST*
- *MEMBER_LAST*
- *LEVEL*
- *EXPIRATION*
- *ID*
- *BARCODE*
- *ACCOUNT_LINK*
- *AMOUNT_PAID*

Close Preview Send Test Save Draft Publish

[Submit feedback](#)

52. Customize the Icon element

CONTENT **ROWS** **SETTINGS**

ICONS PROPERTIES

Configure icon collection

Change image Delete More options

+ **ADD NEW ICON**

Font family: Global font

Font weight: Regular

Font size: 14

Text color: #000000

anything doesn't look right, just reply to this message or reach us at *MUSEUMEMAIL* and we'll be happy to help.

We look forward to seeing you soon.

Warm regards,
The *MUSEUMNAME* Team

MUSEUMNAME

MUSEUMEMAIL

You're receiving this because you have an account or membership with *MUSEUMNAME*.

- This is an unordered list

Icon Element Preview:

Add header text		
Add text		

53.

Subject

Welcome to *MUSEUM* - Your *LEVEL* Membership

activity with us — you'll find all the details below.

anything doesn't look right, just reply to this message or reach us at *MUSEUMEMAIL* and we'll be happy to help.

We look forward to seeing you soon.

Warm regards,
The *MUSEUMNAME* Team

MUSEUMNAME

MUSEUMEMAIL

You're receiving this because you have an account or membership with *MUSEUMNAME*.

- This is an unordered list

Menu

PERSONALIZE

Add a detail that fills in for each recipient.

MUSEUM

MEMBER_FIRST

MEMBER_LAST

LEVEL

EXPIRATION

ID

BARCODE

ACCOUNT_LINK

AMOUNT_PAID

Submit feedback

Close Preview Send Test Save Draft Publish

54. Add Menu Items

Subject

Welcome to *MUSEUM* - Your *LEVEL* Membership

activity with us — you'll find all the details below.

anything doesn't look right, just reply to this message or reach us at *MUSEUMEMAIL* and we'll be happy to help.

We look forward to seeing you soon.

Warm regards,
The *MUSEUMNAME* Team

MUSEUMNAME

MUSEUMEMAIL

You're receiving this because you have an account or membership with *MUSEUMNAME*.

- This is an unordered list

Menu

PERSONALIZE

Add a detail that fills in for each recipient.

MUSEUM

MEMBER_FIRST

MEMBER_LAST

LEVEL

EXPIRATION

ID

BARCODE

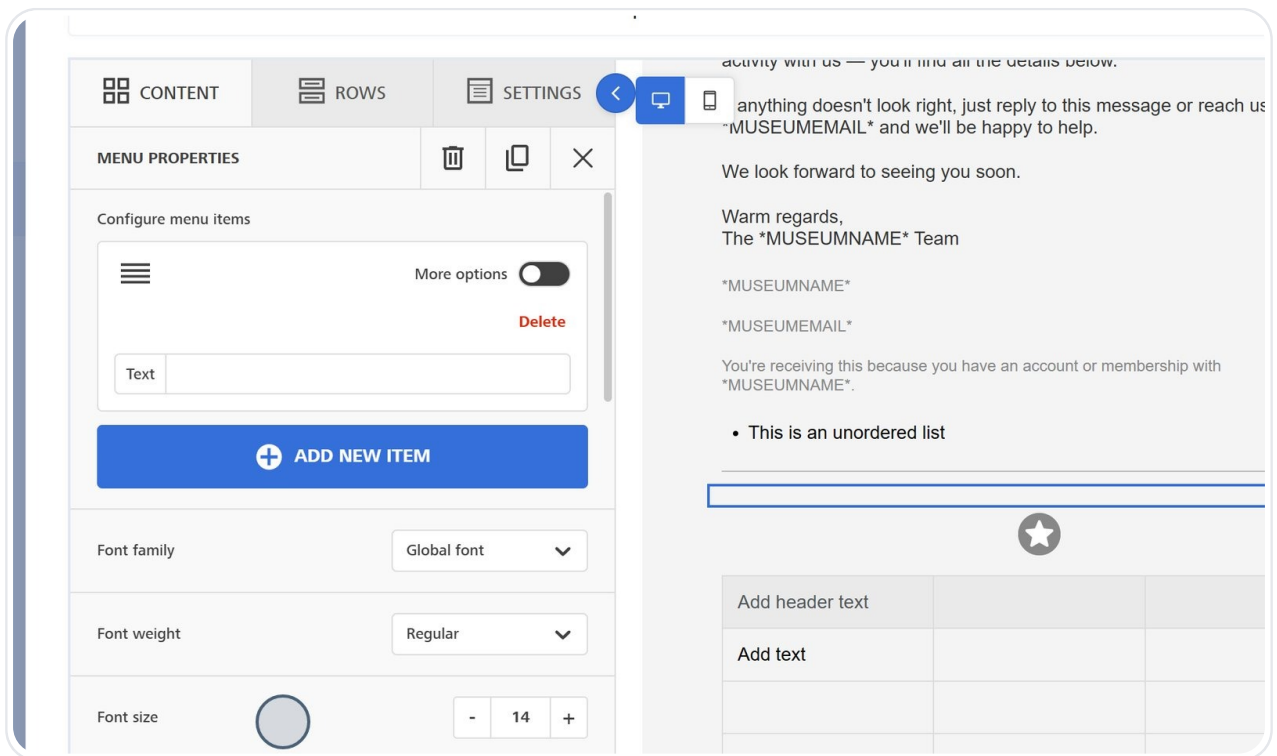
ACCOUNT_LINK

AMOUNT_PAID

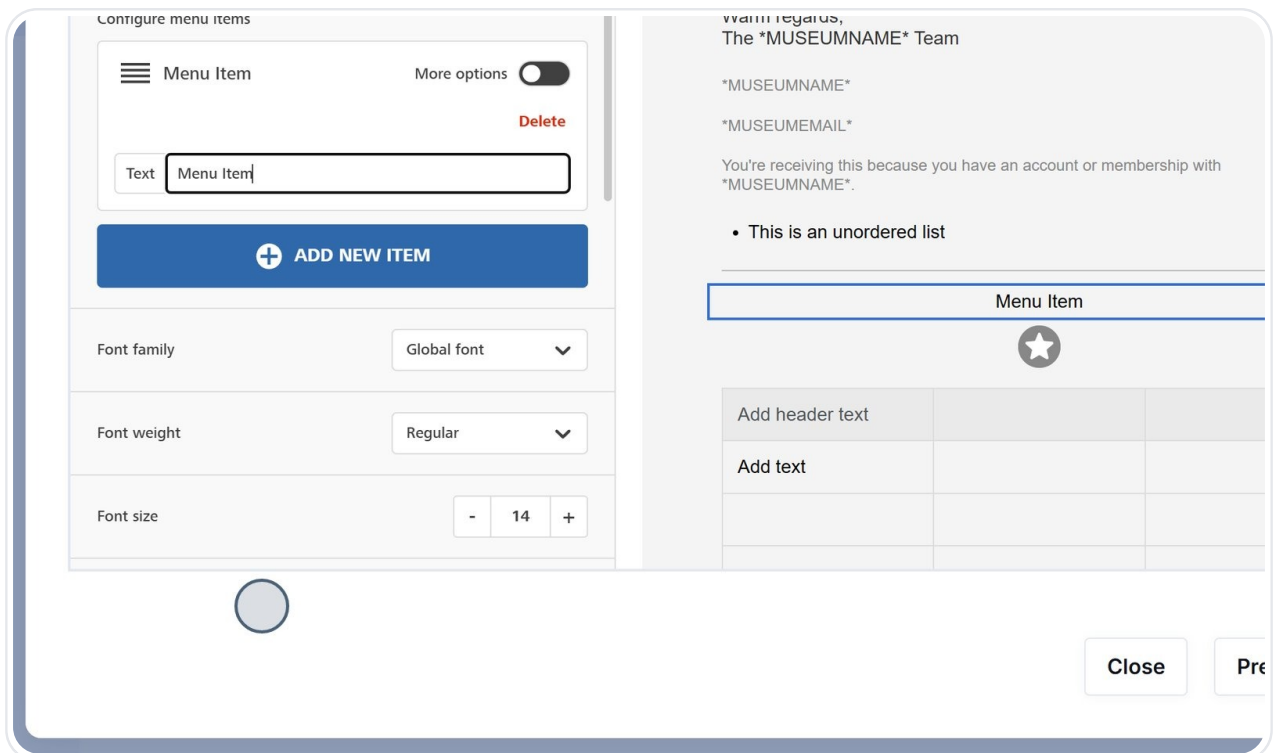
Submit feedback

Close Preview Send Test Save Draft Publish

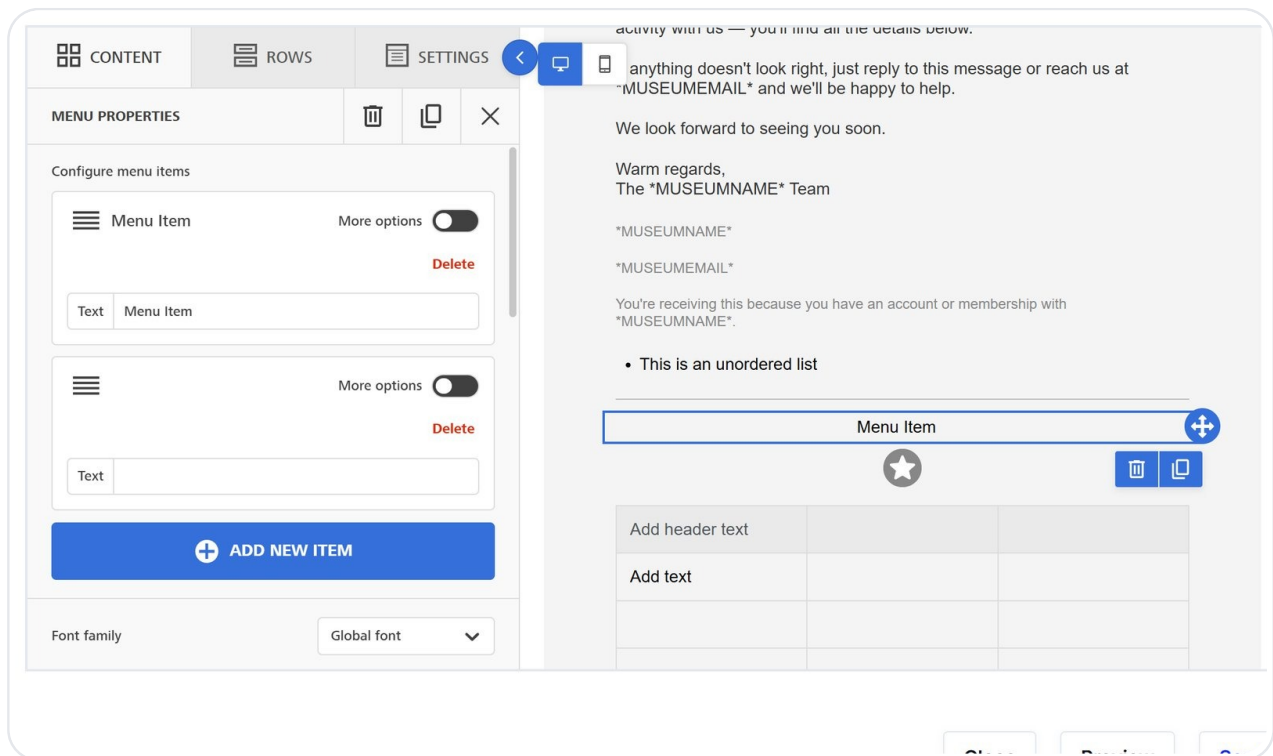
55.



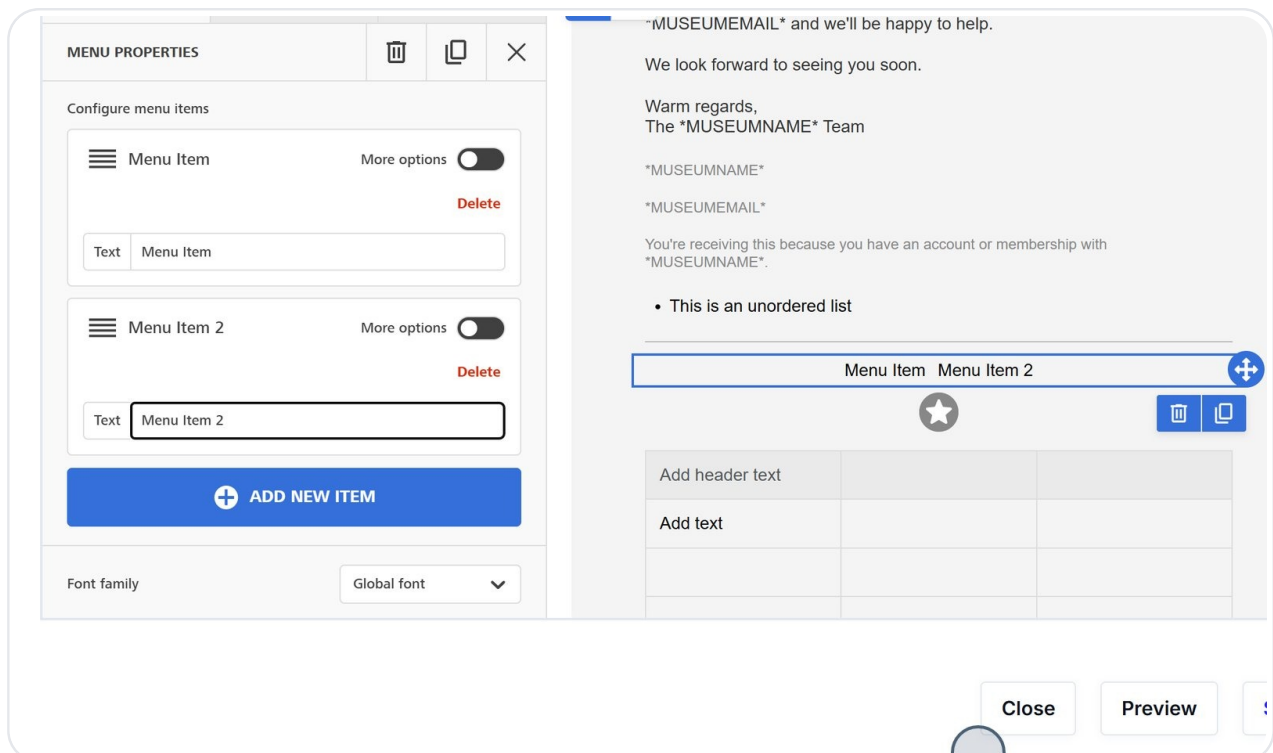
56.



57.



58.



59.

LIST

TABLE

SOCIAL

Warm regards,
The *MUSEUMNAME* Team

MUSEUMNAME

MUSEUMEMAIL

You're receiving this because you have an account or membership with *MUSEUMNAME*.

- This is an unordered list

Menu Item Menu Item 2



Image
Drop your file here

Browse

MUSEUM

MEMBER_FIRS

MEMBER_LAST

LEVEL

EXPIRATION

ID

BARCODE

ACCOUNT_LINI

AMOUNT_PAID

Close

Preview

Send Test

Save Draft

60.

Museum

Apply

Dismiss

Subject

Welcome to *MUSEUM* - Your *LEVEL* Membership

File manager

Upload

Search free photos

Home

Search in folder

	NAME	DATE	SIZE	TYPE
Empty Folder, upload some files here.				

PERSONALIZE

Add a detail that fills in for each recipient.

MUSEUM

MEMBER_FIRST

MEMBER_LAST

LEVEL

EXPIRATION

ID

BARCODE

ACCOUNT_LINK

AMOUNT_PAID

Submit feedback

Close

Preview

Send Test

Save Draft

Publish

61. Copy any Merge Fields to add to your email copy

Subject

Welcome to *MUSEUM* - Your *LEVEL* Membership

CONTENT **ROWS** **SETTINGS**

IMAGE PROPERTIES

Auto width ☒ Full width on mobile

Align

Choose image

Url

Alt text

ACTION

Image link Open web page

Url

PERSONALIZE

Add a detail that fills in for each recipient.

MUSEUM

MEMBER_FIRST

MEMBER_LAST

LEVEL

EXPIRATION

ID

BARCODE

ACCOUNT_LINK

AMOUNT_PAID

Thanks — you're all set

Hi there,

Thanks for choosing *MUSEUMNAME*. This email confirms your recent activity with us — you'll find all the details below.

If anything doesn't look right, just reply to this message or reach us at *MUSEUMEMAIL* and we'll be happy to help.

We look forward to seeing you soon.

Warm regards,
The *MUSEUMNAME* Team

MUSEUMNAME

MUSEUMEMAIL

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• This is an unordered list

Close Preview Send Test Save Draft Publish

Submit feedback

62.

B **I** **U** **S** **A** **X²** **X₂** **Ω** **☺** **±** **↗**

I_x **🔗** **🔗** **Merge tags**

Hi there,

Thanks for choosing *MUSEUMNAME*. This email confirms your recent activity with us — you'll find all the details below.

If anything doesn't look right, just reply to this message or reach us at *MUSEUMEMAIL* and we'll be happy to help.

We look forward to seeing you soon.*ID*

Warm regards,
The *MUSEUMNAME* Team

MUSEUMNAME

MUSEUMEMAIL

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🗑️ 📄