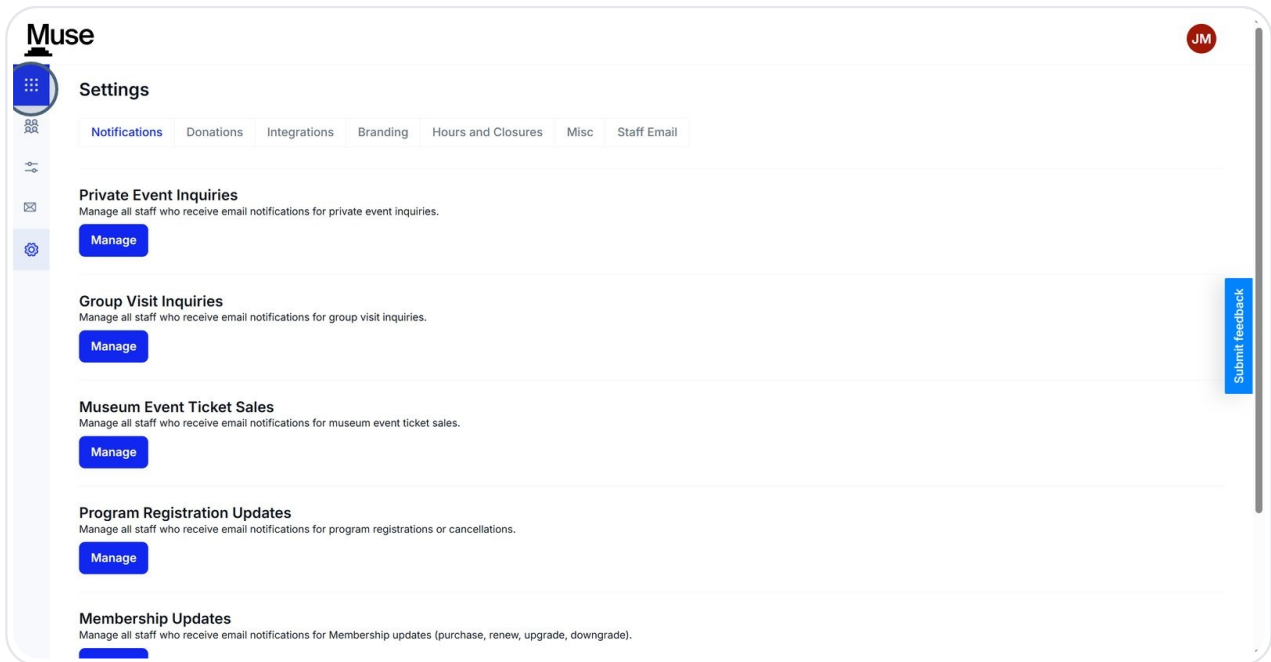


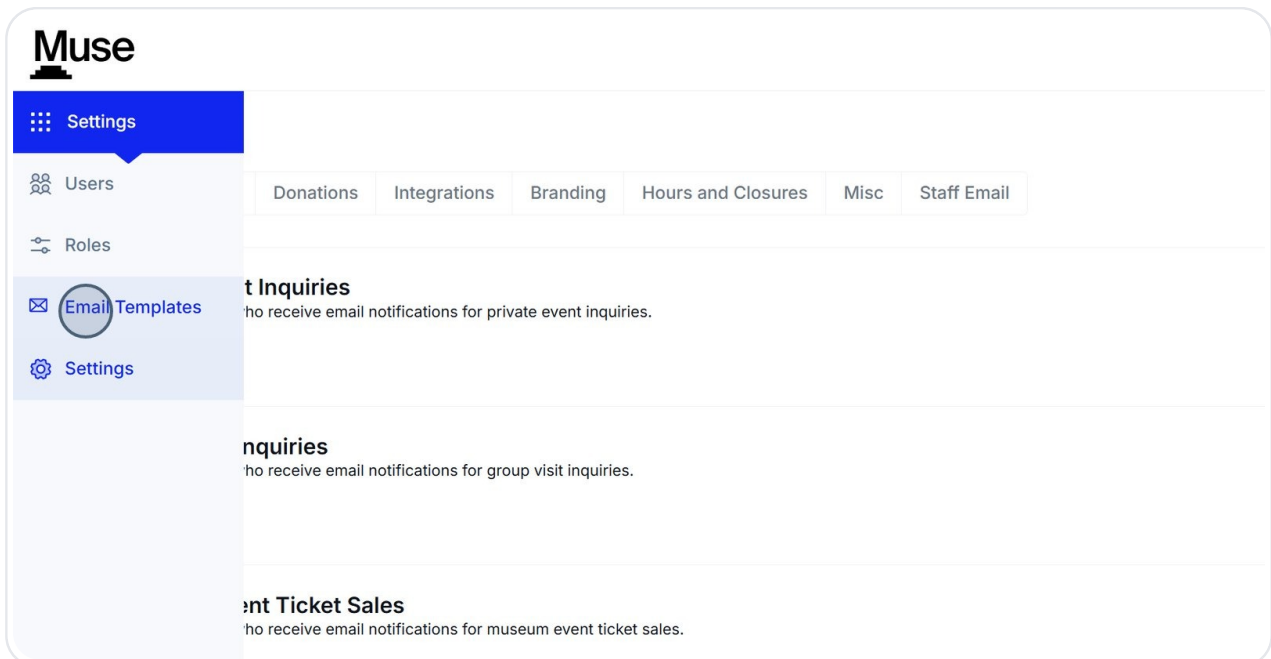


Managing Email Templates

1. Click on the blue North Star icon.



2. Click "Email Templates."



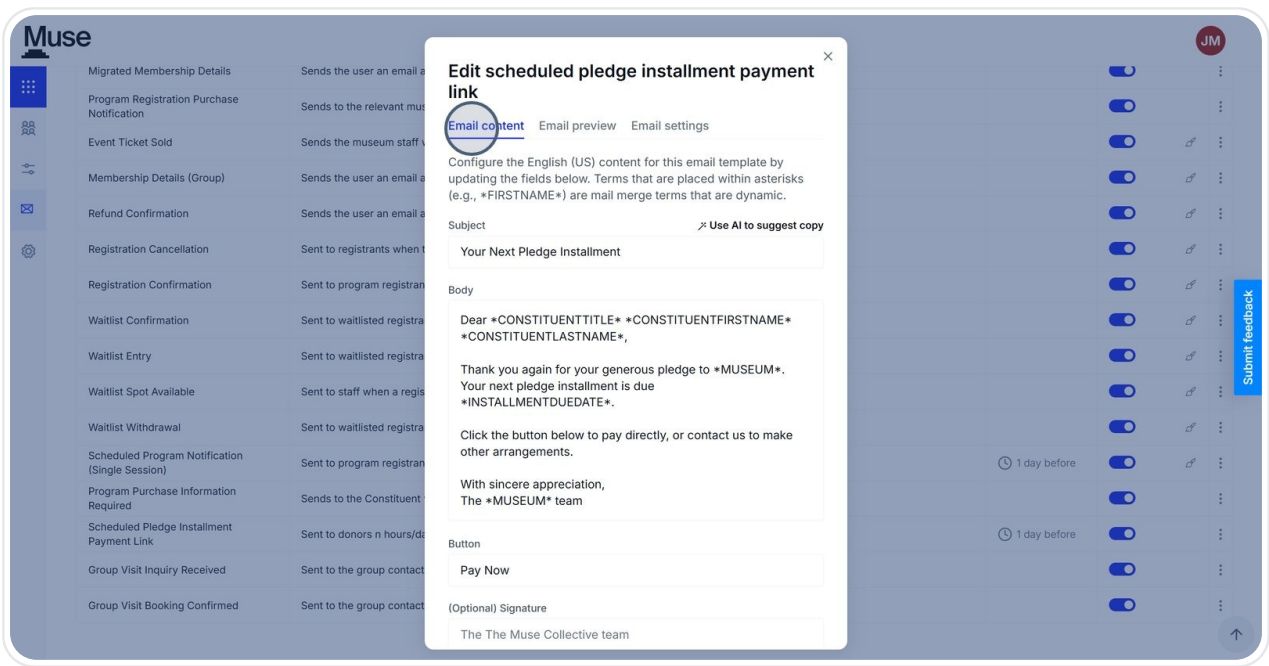
3. You can activate any of the automated email templates by toggling the boolean to on/off accordingly.

Muse					
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		☒	↗	⋮
Refund Confirmation	Sends the user an email after a refund is issued		☒	↗	⋮
Registration Cancellation	Sent to registrants when their registration is canceled		☒	↗	⋮
Registration Confirmation	Sent to program registrants after successful registration		☒	↗	⋮
Waitlist Confirmation	Sent to waitlisted registrants when moved to confirmed status		☒	↗	⋮
Waitlist Entry	Sent to waitlisted registrants when they sign up for the waitlist		☒	↗	⋮
Waitlist Spot Available	Sent to staff when a registration is cancelled		☒	↗	⋮
Waitlist Withdrawal	Sent to waitlisted registrants when they withdraw from the waitlist		☒	↗	⋮
Scheduled Program Notification (Single Session)	Sent to program registrants n hours/days before/after the Program	🕒 1 day before	☒	↗	⋮
Program Purchase Information Required	Sends to the Constituent who purchased a Program to complete the signup Forms		☒		⋮
Scheduled Pledge Installment Payment Link	Sent to donors n hours/days before/after the due date	🕒 1 day before	☒		⋮
Group Visit Inquiry Received	Sent to the group contact when a group visit request is submitted (self-serve or staff), acknowledging receipt.		☒		⋮
Group Visit Booking Confirmed	Sent to the group contact when staff set the group visit status to Confirmed.		☒		⋮

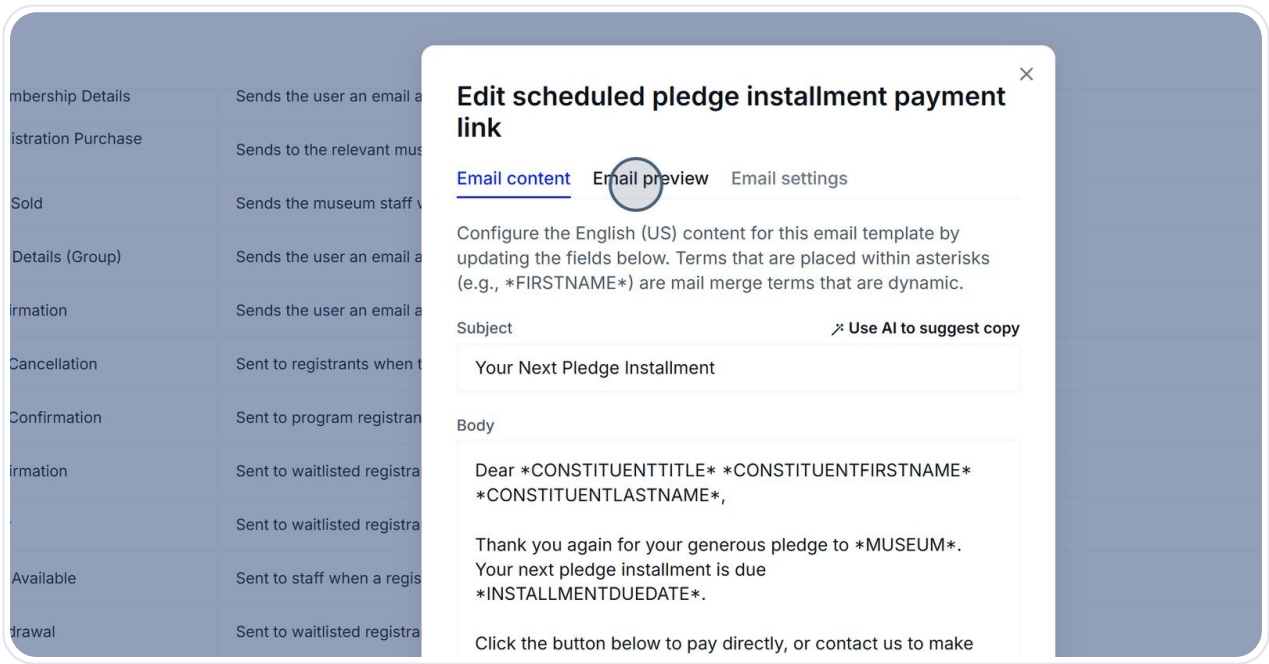
4. To manage an email template, click the vertical ellipses to the far right of the row, where you have options to Edit or Clone.

their registration is canceled		☒		
is after successful registration		☒		
its when moved to confirmed status		☒		
its when they sign up for the waitlist		☒		
ration is cancelled		☒		
its when they withdraw from the waitlist		☒		
is n hours/days before/after the Program	1 day before	☒		
who purchased a Program to complete the signup Forms		☒		
ys before/after the due date	1 day before	☒		
when a group visit request is submitted (self-serve or staff), acknowledging receipt.		☒		
when staff set the group visit status to Confirmed.		☒		

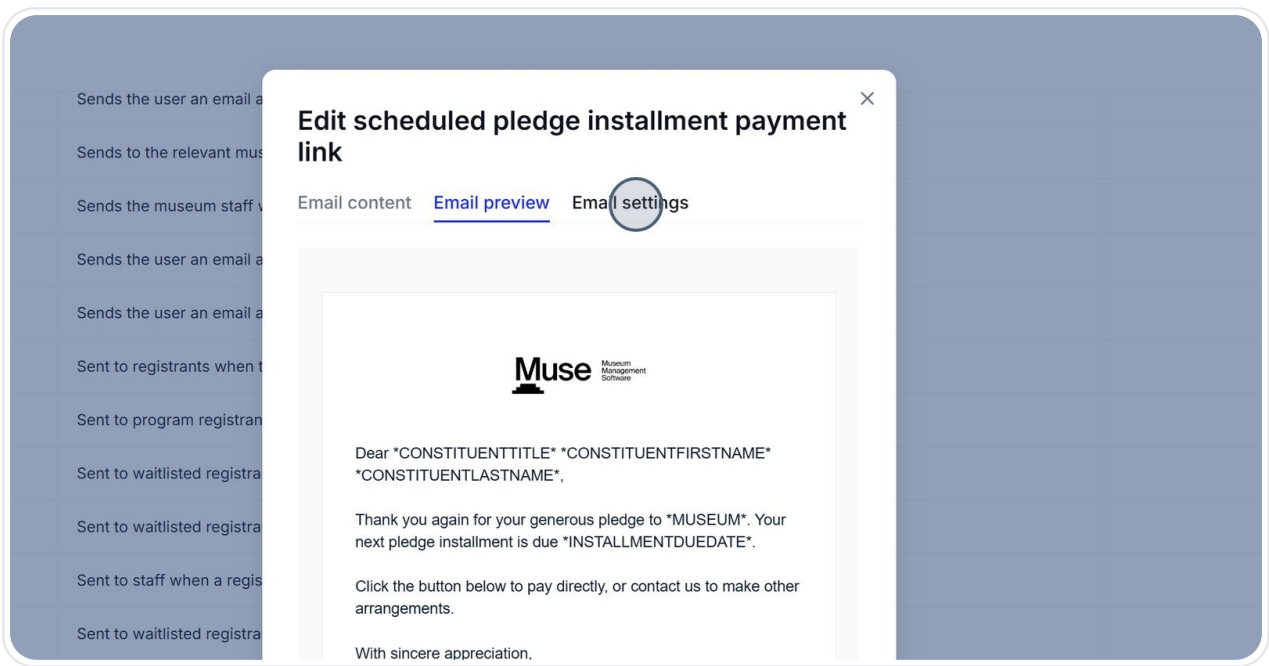
5. Editing the template allows you to modify the Email Subject and Body, as well as utilize AI suggested copy.



6. Select the "Email preview" tab to see the end user view.



7. Click "Email settings" to configure settings specific to each template like timebound rules, etc.



8. Click 'Save changes' when finished.

