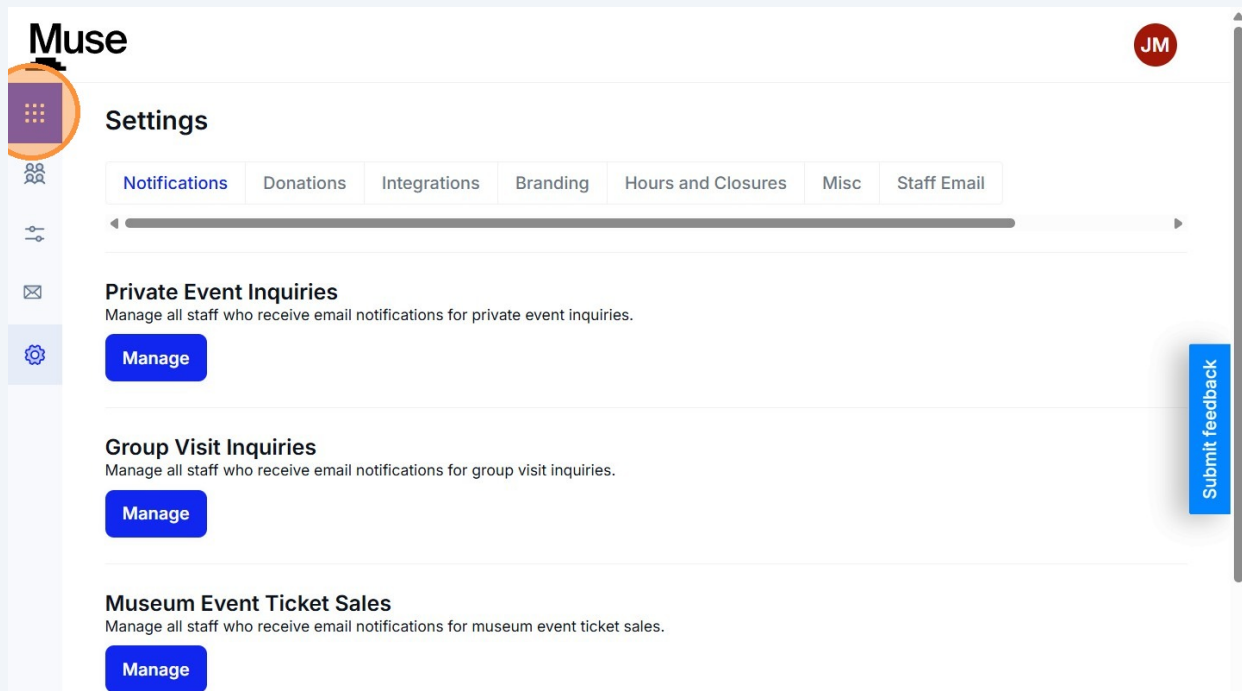


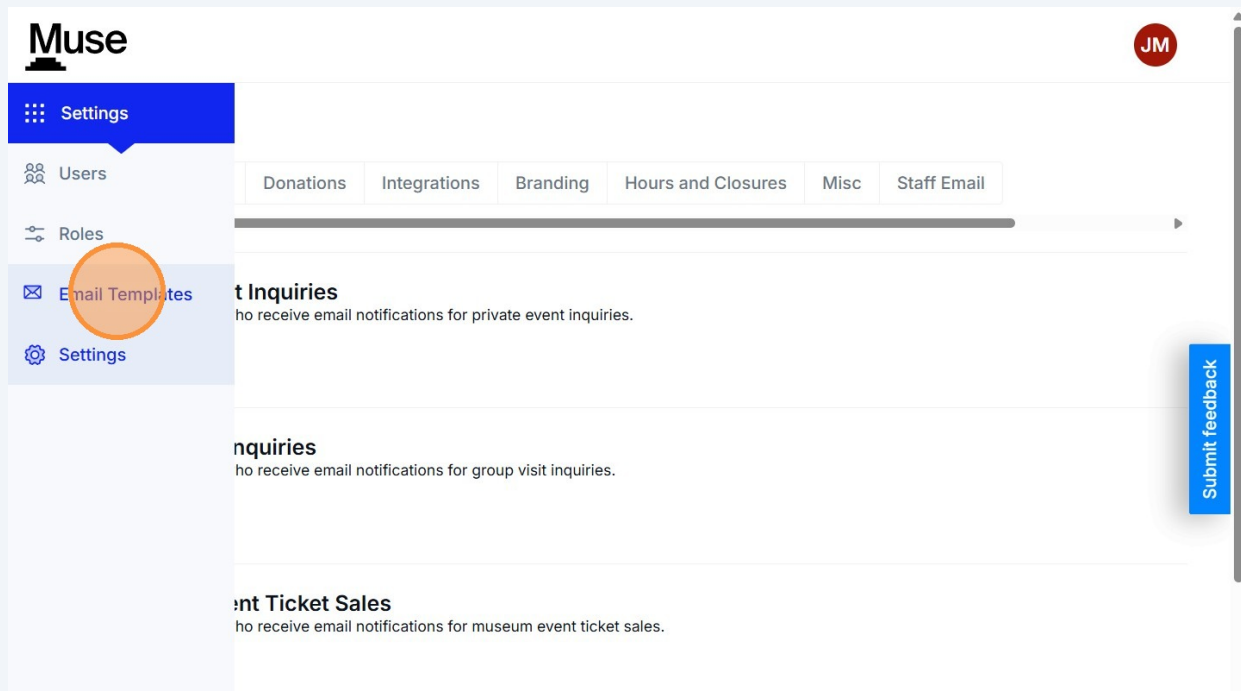
# Managing Email Templates

Learn how to access, preview, and edit your museum's automated email communication templates. This guide provides a clear walkthrough of the configuration settings to ensure your constituent messaging remains up to date and professional.

1 Click on the blue North Star icon.

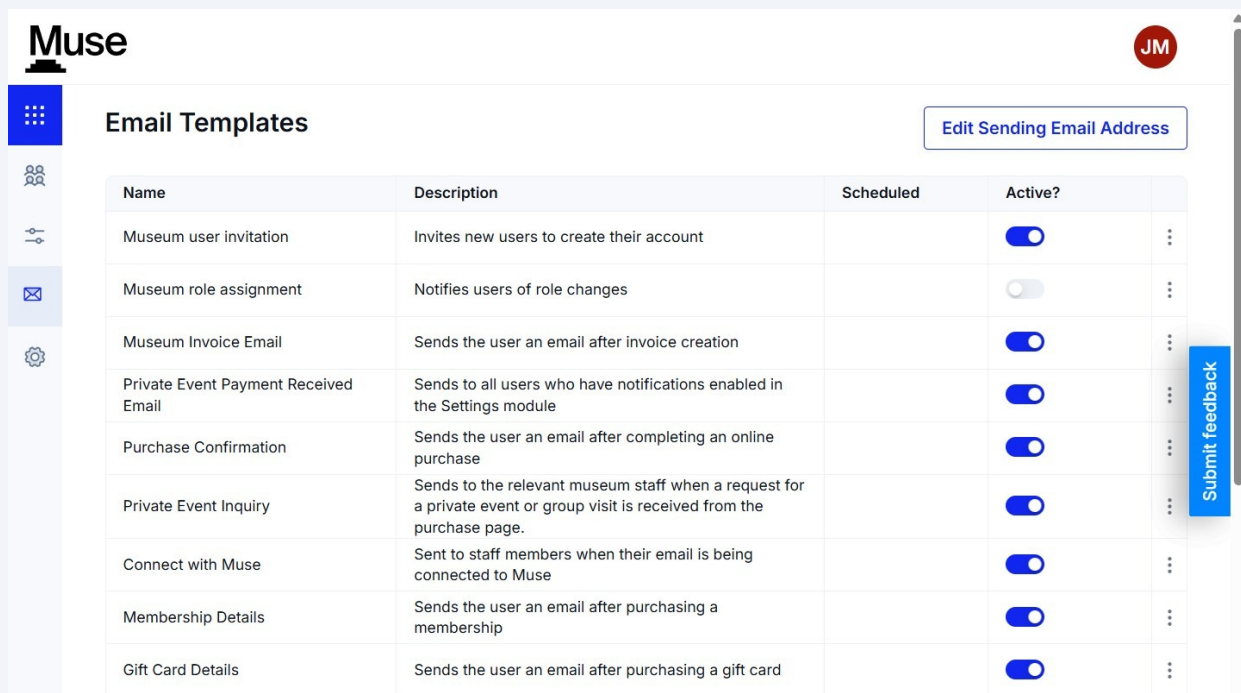


## 2 Click "Email Templates"



The screenshot shows the Muse application interface. The top navigation bar includes the Muse logo and a user profile icon labeled 'JM'. A left sidebar contains a menu with 'Settings' (highlighted with a blue bar), 'Users', 'Roles', 'Email Templates' (circled in orange), and 'Settings' (with a gear icon). The main content area displays a horizontal tab bar with 'Donations', 'Integrations', 'Branding', 'Hours and Closures', 'Misc', and 'Staff Email'. Below the tabs, the 'Email Templates' section is visible, showing a list of templates with titles like 'Private Event Inquiries' and 'Event Ticket Sales'. A 'Submit feedback' button is located on the right side of the page.

## 3 From here, you can view a list of our standard email templates



The screenshot shows the Muse application interface with the 'Email Templates' page selected. The top navigation bar includes the Muse logo and a user profile icon labeled 'JM'. The left sidebar contains a menu with 'Settings', 'Users', 'Roles', 'Email Templates' (highlighted with a blue bar), and 'Settings' (with a gear icon). The main content area displays the 'Email Templates' section, which includes a table of templates and an 'Edit Sending Email Address' button. The table lists various email templates with their names, descriptions, and active status.

| Name                                 | Description                                                                                                              | Scheduled | Active?                             |     |
|--------------------------------------|--------------------------------------------------------------------------------------------------------------------------|-----------|-------------------------------------|-----|
| Museum user invitation               | Invites new users to create their account                                                                                |           | <input checked="" type="checkbox"/> | ... |
| Museum role assignment               | Notifies users of role changes                                                                                           |           | <input type="checkbox"/>            | ... |
| Museum Invoice Email                 | Sends the user an email after invoice creation                                                                           |           | <input checked="" type="checkbox"/> | ... |
| Private Event Payment Received Email | Sends to all users who have notifications enabled in the Settings module                                                 |           | <input checked="" type="checkbox"/> | ... |
| Purchase Confirmation                | Sends the user an email after completing an online purchase                                                              |           | <input checked="" type="checkbox"/> | ... |
| 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. |           | <input checked="" type="checkbox"/> | ... |
| Connect with Muse                    | Sent to staff members when their email is being connected to Muse                                                        |           | <input checked="" type="checkbox"/> | ... |
| Membership Details                   | Sends the user an email after purchasing a membership                                                                    |           | <input checked="" type="checkbox"/> | ... |
| Gift Card Details                    | Sends the user an email after purchasing a gift card                                                                     |           | <input checked="" type="checkbox"/> | ... |

4

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

|                                                 |                                                                               |                |                                     |     |
|-------------------------------------------------|-------------------------------------------------------------------------------|----------------|-------------------------------------|-----|
| Event Ticket Sold                               | Sends the museum staff when event ticket sold                                 |                | <input checked="" type="checkbox"/> | ... |
| Membership Details (Group)                      | Sends the user an email after purchasing a group membership                   |                | <input checked="" type="checkbox"/> | ... |
| Refund Confirmation                             | Sends the user an email after a refund is issued                              |                | <input checked="" type="checkbox"/> | ... |
| Registration Cancellation                       | Sent to registrants when their registration is canceled                       |                | <input checked="" type="checkbox"/> | ... |
| Registration Confirmation                       | Sent to program registrants after successful registration                     |                | <input checked="" type="checkbox"/> | ... |
| Waitlist Confirmation                           | Sent to waitlisted registrants when moved to confirmed status                 |                | <input checked="" type="checkbox"/> | ... |
| Waitlist Entry                                  | Sent to waitlisted registrants when they sign up for the waitlist             |                | <input checked="" type="checkbox"/> | ... |
| Waitlist Spot Available                         | Sent to staff when a registration is cancelled                                |                | <input checked="" type="checkbox"/> | ... |
| Waitlist Withdrawal                             | Sent to waitlisted registrants when they withdraw from the waitlist           |                | <input checked="" type="checkbox"/> | ... |
| Scheduled Program Notification (Single Session) | Sent to program registrants n hours/days before/after the Program             | 🕒 1 day before | <input checked="" type="checkbox"/> | ... |
| Program Purchase Information Required           | Sends to the Constituent who purchased a Program to complete the signup Forms |                | <input checked="" type="checkbox"/> | ... |
| Scheduled Pledge Installment Payment Link       | Sent to donors n hours/days before/after the due date                         | 🕒 1 day before | <input type="checkbox"/>            | ... |

Submit feedback

5

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

|                                                 |                                                                               |                |                                     |     |
|-------------------------------------------------|-------------------------------------------------------------------------------|----------------|-------------------------------------|-----|
| Membership Details (Group)                      | membership                                                                    |                | <input checked="" type="checkbox"/> | ... |
| Refund Confirmation                             | Sends the user an email after a refund is issued                              |                | <input checked="" type="checkbox"/> | ... |
| Registration Cancellation                       | Sent to registrants when their registration is canceled                       |                | <input checked="" type="checkbox"/> | ... |
| Registration Confirmation                       | Sent to program registrants after successful registration                     |                | <input checked="" type="checkbox"/> | ... |
| Waitlist Confirmation                           | Sent to waitlisted registrants when moved to confirmed status                 |                | <input checked="" type="checkbox"/> | ... |
| Waitlist Entry                                  | Sent to waitlisted registrants when they sign up for the waitlist             |                | <input checked="" type="checkbox"/> | ... |
| Waitlist Spot Available                         | Sent to staff when a registration is cancelled                                |                | <input checked="" type="checkbox"/> | ... |
| Waitlist Withdrawal                             | Sent to waitlisted registrants when they withdraw from the waitlist           |                | <input checked="" type="checkbox"/> | ... |
| Scheduled Program Notification (Single Session) | Sent to program registrants n hours/days before/after the Program             | 🕒 1 day before | <input checked="" type="checkbox"/> | ... |
| Program Purchase Information Required           | Sends to the Constituent who purchased a Program to complete the signup Forms |                | <input checked="" type="checkbox"/> | ... |
| Scheduled Pledge Installment Payment Link       | Sent to donors n hours/days before/after the due date                         | 🕒 1 day before | <input checked="" type="checkbox"/> | ... |

Submit feedback

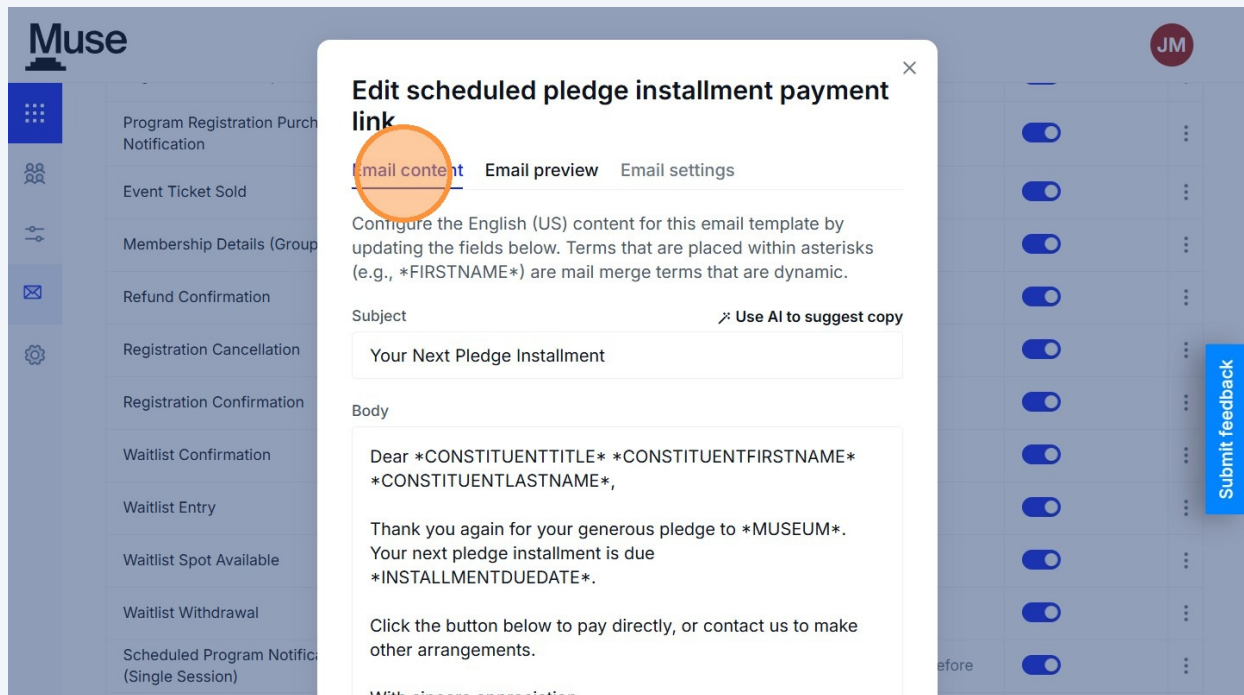
Edit

Delete

Clone

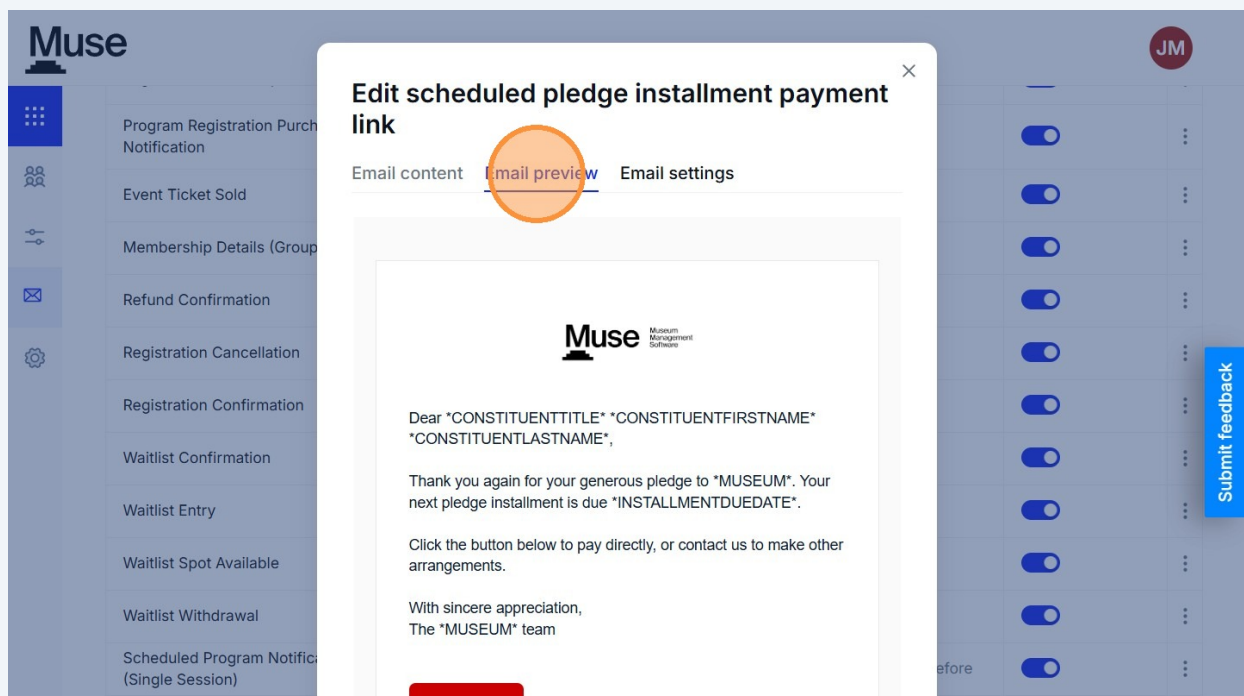
6

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



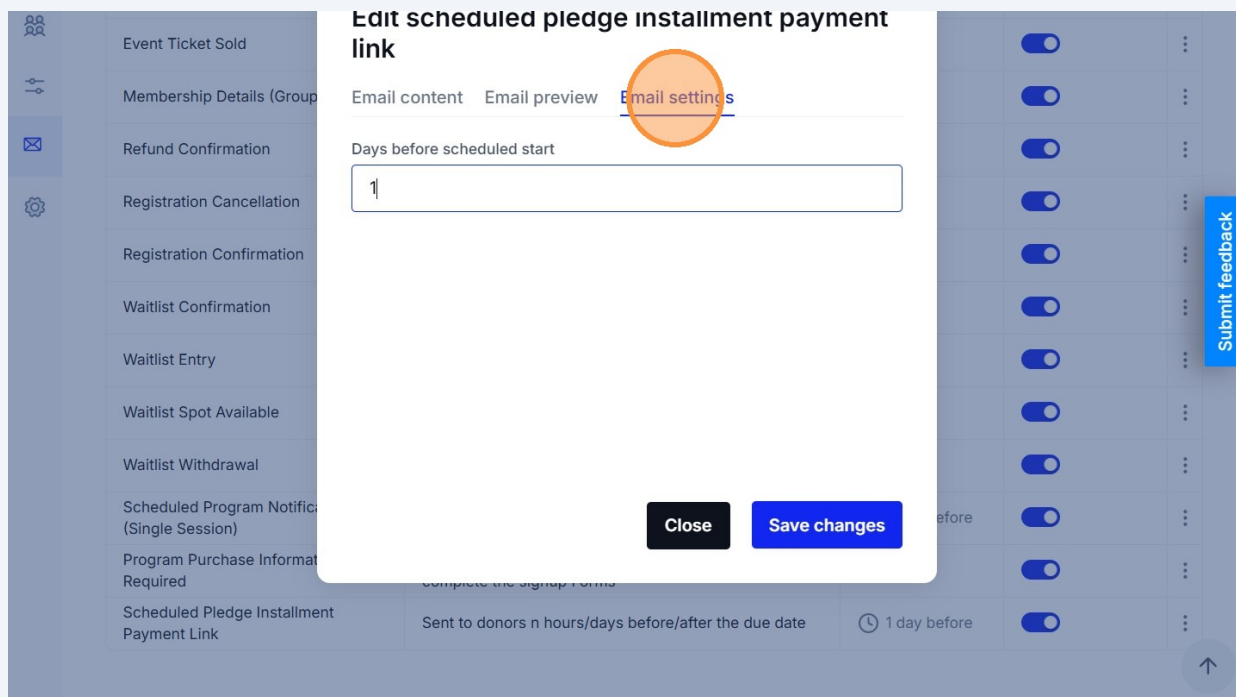
7

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



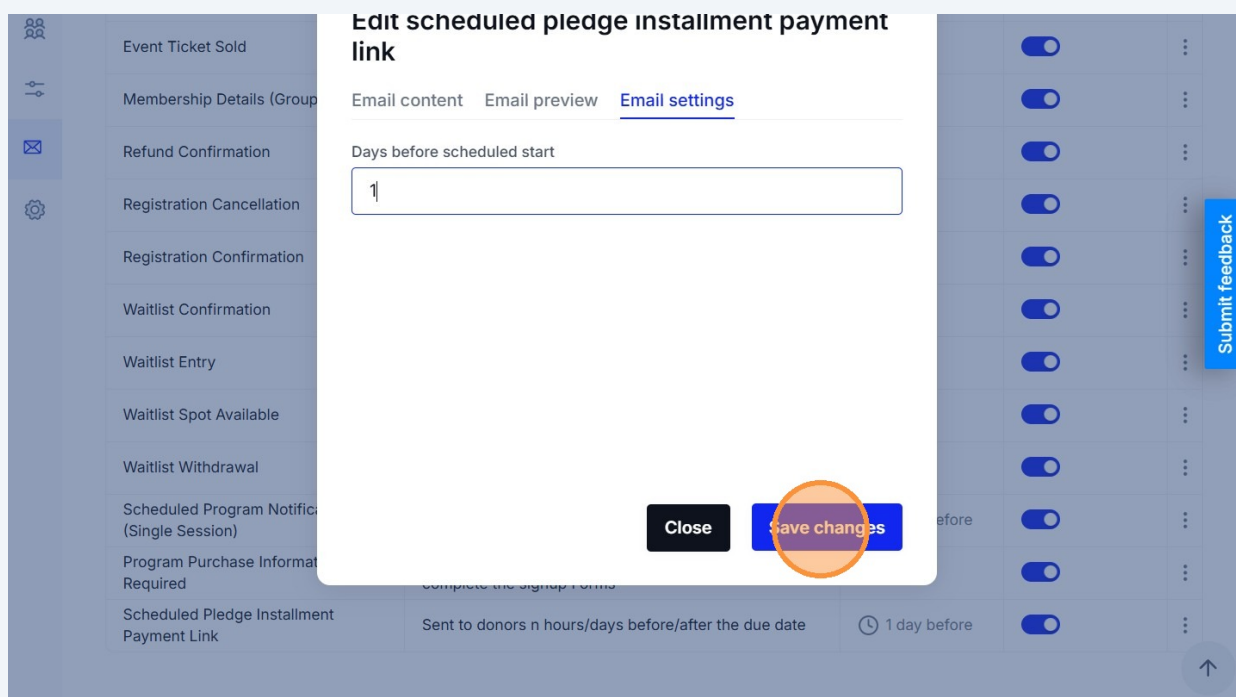
8

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



9

Click "Save changes" when finished.



## Email Templates

10

The "Museum user invitation" email template is sent to new users when you invite them to create their account.

Muse

JM



## Email Templates

[Edit Sending Email Address](#)


| Name                                 | Description                                                                                                              | Scheduled | Active?                             |     |
|--------------------------------------|--------------------------------------------------------------------------------------------------------------------------|-----------|-------------------------------------|-----|
| Museum user invitation               | Invites new users to create their account                                                                                |           | <input checked="" type="checkbox"/> | ... |
| Museum role assignment               | Notifies users of role changes                                                                                           |           | <input type="checkbox"/>            | ... |
| Museum Invoice Email                 | Sends the user an email after invoice creation                                                                           |           | <input checked="" type="checkbox"/> | ... |
| Private Event Payment Received Email | Sends to all users who have notifications enabled in the Settings module                                                 |           | <input checked="" type="checkbox"/> | ... |
| Purchase Confirmation                | Sends the user an email after completing an online purchase                                                              |           | <input checked="" type="checkbox"/> | ... |
| 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. |           | <input checked="" type="checkbox"/> | ... |
| Connect with Muse                    | Sent to staff members when their email is being connected to Muse                                                        |           | <input checked="" type="checkbox"/> | ... |
| Membership Details                   | Sends the user an email after purchasing a membership                                                                    |           | <input checked="" type="checkbox"/> | ... |
| Gift Card Details                    | Sends the user an email after purchasing a gift card                                                                     |           | <input checked="" type="checkbox"/> | ... |

Submit feedback

11

The "Museum role assignment" email template notifies users of a role change.

Muse

JM



## Email Templates

[Edit Sending Email Address](#)


| Name                                 | Description                                                                                                              | Scheduled | Active?                             |     |
|--------------------------------------|--------------------------------------------------------------------------------------------------------------------------|-----------|-------------------------------------|-----|
| Museum user invitation               | Invites new users to create their account                                                                                |           | <input checked="" type="checkbox"/> | ... |
| Museum role assignment               | Notifies users of role changes                                                                                           |           | <input type="checkbox"/>            | ... |
| Museum invoice Email                 | Sends the user an email after invoice creation                                                                           |           | <input checked="" type="checkbox"/> | ... |
| Private Event Payment Received Email | Sends to all users who have notifications enabled in the Settings module                                                 |           | <input checked="" type="checkbox"/> | ... |
| Purchase Confirmation                | Sends the user an email after completing an online purchase                                                              |           | <input checked="" type="checkbox"/> | ... |
| 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. |           | <input checked="" type="checkbox"/> | ... |
| Connect with Muse                    | Sent to staff members when their email is being connected to Muse                                                        |           | <input checked="" type="checkbox"/> | ... |
| Membership Details                   | Sends the user an email after purchasing a membership                                                                    |           | <input checked="" type="checkbox"/> | ... |
| Gift Card Details                    | Sends the user an email after purchasing a gift card                                                                     |           | <input checked="" type="checkbox"/> | ... |

Submit feedback

12

The "Museum Invoice Email" email template sends the patron an email after an invoice is created.

**Muse**

JM

**Email Templates**[Edit Sending Email Address](#)

| Name                                 | Description                                                                                                              | Scheduled | Active?                             |     |
|--------------------------------------|--------------------------------------------------------------------------------------------------------------------------|-----------|-------------------------------------|-----|
| Museum user invitation               | Invites new users to create their account                                                                                |           | <input checked="" type="checkbox"/> | ... |
| Museum role assignment               | Notifies users of role changes                                                                                           |           | <input type="checkbox"/>            | ... |
| Museum Invoice Email                 | Sends the user an email after invoice creation                                                                           |           | <input checked="" type="checkbox"/> | ... |
| Private Event Payment Received Email | Sends to all users who have notifications enabled in the Settings module                                                 |           | <input checked="" type="checkbox"/> | ... |
| Purchase Confirmation                | Sends the user an email after completing an online purchase                                                              |           | <input checked="" type="checkbox"/> | ... |
| 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. |           | <input checked="" type="checkbox"/> | ... |
| Connect with Muse                    | Sent to staff members when their email is being connected to Muse                                                        |           | <input checked="" type="checkbox"/> | ... |
| Membership Details                   | Sends the user an email after purchasing a membership                                                                    |           | <input checked="" type="checkbox"/> | ... |
| Gift Card Details                    | Sends the user an email after purchasing a gift card                                                                     |           | <input checked="" type="checkbox"/> | ... |

[Submit feedback](#)

13

The "Private Event Payment Received Email" email template is sent to staff members who have notifications enabled in the Settings module.

See **Settings > Settings > Notifications** to enable staff to receive these notifications.

**MUSE** JM

**Email Templates** [Edit Sending Email Address](#)

| Name                                 | Description                                                                                                              | Scheduled | Active?                             |     |
|--------------------------------------|--------------------------------------------------------------------------------------------------------------------------|-----------|-------------------------------------|-----|
| Museum user invitation               | Invites new users to create their account                                                                                |           | <input checked="" type="checkbox"/> | ... |
| Museum role assignment               | Notifies users of role changes                                                                                           |           | <input type="checkbox"/>            | ... |
| Museum Invoice Email                 | Sends the user an email after invoice creation                                                                           |           | <input checked="" type="checkbox"/> | ... |
| Private Event Payment Received Email | Sends to all users who have notifications enabled in the Settings module                                                 |           | <input checked="" type="checkbox"/> | ... |
| Purchase Confirmation                | Sends the user an email after completing an online purchase                                                              |           | <input checked="" type="checkbox"/> | ... |
| 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. |           | <input checked="" type="checkbox"/> | ... |
| Connect with Muse                    | Sent to staff members when their email is being connected to Muse                                                        |           | <input checked="" type="checkbox"/> | ... |
| Membership Details                   | Sends the user an email after purchasing a membership                                                                    |           | <input checked="" type="checkbox"/> | ... |
| Gift Card Details                    | Sends the user an email after purchasing a gift card                                                                     |           | <input checked="" type="checkbox"/> | ... |
| Migrated Membership Details          | Sends the user an email after purchasing a                                                                               |           | <input checked="" type="checkbox"/> | ... |

[Submit feedback](#)

14

The "Purchase Confirmation" email template sends the patron an email after they've completed an online purchase via e-commerce.

**MUSE** JM

**Email Templates** [Edit Sending Email Address](#)

| Name                                       | Description                                                                                                              | Scheduled | Active?                             |     |
|--------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|-----------|-------------------------------------|-----|
| Museum user invitation                     | Invites new users to create their account                                                                                |           | <input checked="" type="checkbox"/> | ... |
| Museum role assignment                     | Notifies users of role changes                                                                                           |           | <input type="checkbox"/>            | ... |
| Museum Invoice Email                       | Sends the user an email after invoice creation                                                                           |           | <input checked="" type="checkbox"/> | ... |
| Private Event Payment Received Email       | Sends to all users who have notifications enabled in the Settings module                                                 |           | <input checked="" type="checkbox"/> | ... |
| Purchase Confirmation                      | Sends the user an email after completing an online purchase                                                              |           | <input checked="" type="checkbox"/> | ... |
| 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. |           | <input checked="" type="checkbox"/> | ... |
| Connect with Muse                          | Sent to staff members when their email is being connected to Muse                                                        |           | <input checked="" type="checkbox"/> | ... |
| Membership Details                         | Sends the user an email after purchasing a membership                                                                    |           | <input checked="" type="checkbox"/> | ... |
| Gift Card Details                          | Sends the user an email after purchasing a gift card                                                                     |           | <input checked="" type="checkbox"/> | ... |
| Migrated Membership Details                | Sends the user an email after purchasing a membership                                                                    |           | <input checked="" type="checkbox"/> | ... |
| Program Registration Purchase Notification | Sends to the relevant museum staff when a program registration purchase was done from the purchase                       |           | <input checked="" type="checkbox"/> | ... |

[Submit feedback](#)

15

The "Private Event Inquiry" email template is sent to staff members when a request for a private event or group visit is received from the e-commerce site.



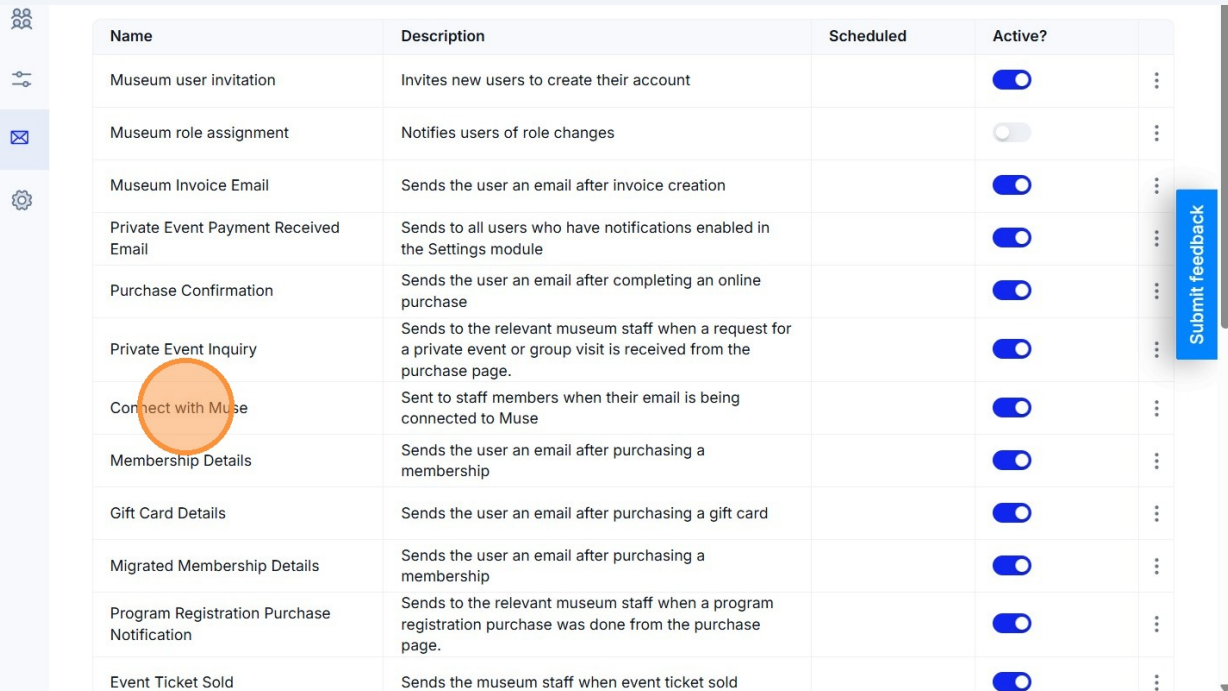
| Name                                       | Description                                                                                                              | Scheduled | Active?                             |     |
|--------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|-----------|-------------------------------------|-----|
| Museum user invitation                     | Invites new users to create their account                                                                                |           | <input checked="" type="checkbox"/> | ... |
| Museum role assignment                     | Notifies users of role changes                                                                                           |           | <input type="checkbox"/>            | ... |
| Museum Invoice Email                       | Sends the user an email after invoice creation                                                                           |           | <input checked="" type="checkbox"/> | ... |
| Private Event Payment Received Email       | Sends to all users who have notifications enabled in the Settings module                                                 |           | <input checked="" type="checkbox"/> | ... |
| Purchase Confirmation                      | Sends the user an email after completing an online purchase                                                              |           | <input checked="" type="checkbox"/> | ... |
| 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. |           | <input checked="" type="checkbox"/> | ... |
| Connect with Muse                          | Sent to staff members when their email is being connected to Muse                                                        |           | <input checked="" type="checkbox"/> | ... |
| Membership Details                         | Sends the user an email after purchasing a membership                                                                    |           | <input checked="" type="checkbox"/> | ... |
| Gift Card Details                          | Sends the user an email after purchasing a gift card                                                                     |           | <input checked="" type="checkbox"/> | ... |
| Migrated Membership Details                | Sends the user an email after purchasing a membership                                                                    |           | <input checked="" type="checkbox"/> | ... |
| Program Registration Purchase Notification | Sends to the relevant museum staff when a program registration purchase was done from the purchase page.                 |           | <input checked="" type="checkbox"/> | ... |
| Event Ticket Sold                          | Sends the museum staff when event ticket sold                                                                            |           | <input checked="" type="checkbox"/> | ... |

Submit feedback

16

The "Connect with Muse" email template is sent to staff members when their email is connected to Muse.

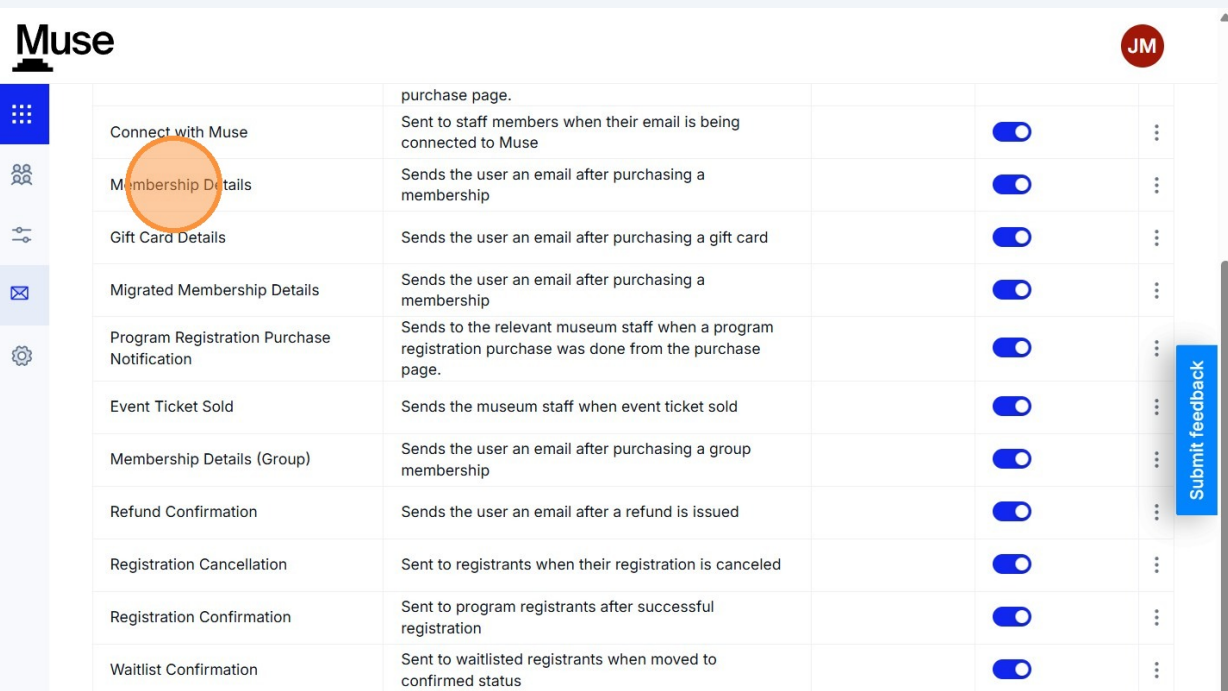
See **Settings > Settings > Staff Email** to enable staff to receive these notifications.



| Name                                       | Description                                                                                                              | Scheduled | Active?                             |     |
|--------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|-----------|-------------------------------------|-----|
| Museum user invitation                     | Invites new users to create their account                                                                                |           | <input checked="" type="checkbox"/> | ... |
| Museum role assignment                     | Notifies users of role changes                                                                                           |           | <input type="checkbox"/>            | ... |
| Museum Invoice Email                       | Sends the user an email after invoice creation                                                                           |           | <input checked="" type="checkbox"/> | ... |
| Private Event Payment Received Email       | Sends to all users who have notifications enabled in the Settings module                                                 |           | <input checked="" type="checkbox"/> | ... |
| Purchase Confirmation                      | Sends the user an email after completing an online purchase                                                              |           | <input checked="" type="checkbox"/> | ... |
| 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. |           | <input checked="" type="checkbox"/> | ... |
| Connect with Muse                          | Sent to staff members when their email is being connected to Muse                                                        |           | <input checked="" type="checkbox"/> | ... |
| Membership Details                         | Sends the user an email after purchasing a membership                                                                    |           | <input checked="" type="checkbox"/> | ... |
| Gift Card Details                          | Sends the user an email after purchasing a gift card                                                                     |           | <input checked="" type="checkbox"/> | ... |
| Migrated Membership Details                | Sends the user an email after purchasing a membership                                                                    |           | <input checked="" type="checkbox"/> | ... |
| Program Registration Purchase Notification | Sends to the relevant museum staff when a program registration purchase was done from the purchase page.                 |           | <input checked="" type="checkbox"/> | ... |
| Event Ticket Sold                          | Sends the museum staff when event ticket sold                                                                            |           | <input checked="" type="checkbox"/> | ... |

17

The "Membership Details" email template is sent to the patron after purchasing an individual membership.



| Muse                                       |                |                                                                                                          |                                     |     |  |
|--------------------------------------------|----------------|----------------------------------------------------------------------------------------------------------|-------------------------------------|-----|--|
| Connect with Muse                          | purchase page. | Sent to staff members when their email is being connected to Muse                                        | <input checked="" type="checkbox"/> | ... |  |
| Membership Details                         |                | Sends the user an email after purchasing a membership                                                    | <input checked="" type="checkbox"/> | ... |  |
| Gift Card Details                          |                | Sends the user an email after purchasing a gift card                                                     | <input checked="" type="checkbox"/> | ... |  |
| Migrated Membership Details                |                | Sends the user an email after purchasing a membership                                                    | <input checked="" type="checkbox"/> | ... |  |
| Program Registration Purchase Notification |                | Sends to the relevant museum staff when a program registration purchase was done from the purchase page. | <input checked="" type="checkbox"/> | ... |  |
| Event Ticket Sold                          |                | Sends the museum staff when event ticket sold                                                            | <input checked="" type="checkbox"/> | ... |  |
| Membership Details (Group)                 |                | Sends the user an email after purchasing a group membership                                              | <input checked="" type="checkbox"/> | ... |  |
| Refund Confirmation                        |                | Sends the user an email after a refund is issued                                                         | <input checked="" type="checkbox"/> | ... |  |
| Registration Cancellation                  |                | Sent to registrants when their registration is canceled                                                  | <input checked="" type="checkbox"/> | ... |  |
| Registration Confirmation                  |                | Sent to program registrants after successful registration                                                | <input checked="" type="checkbox"/> | ... |  |
| Waitlist Confirmation                      |                | Sent to waitlisted registrants when moved to confirmed status                                            | <input checked="" type="checkbox"/> | ... |  |

18

The "Gift Card Details" email template sends the patron an email containing their redemption code after purchasing a gift card.

## Muse

JM

|                                            |                                                                                                          |                |                                     |     |  |
|--------------------------------------------|----------------------------------------------------------------------------------------------------------|----------------|-------------------------------------|-----|--|
|                                            |                                                                                                          | purchase page. |                                     |     |  |
| Connect with Muse                          | Sent to staff members when their email is being connected to Muse                                        |                | <input checked="" type="checkbox"/> | ... |  |
| Membership Details                         | Sends the user an email after purchasing a membership                                                    |                | <input checked="" type="checkbox"/> | ... |  |
| Gift Card Details                          | Sends the user an email after purchasing a gift card                                                     |                | <input checked="" type="checkbox"/> | ... |  |
| Migrated Membership Details                | Sends the user an email after purchasing a membership                                                    |                | <input checked="" type="checkbox"/> | ... |  |
| Program Registration Purchase Notification | Sends to the relevant museum staff when a program registration purchase was done from the purchase page. |                | <input checked="" type="checkbox"/> | ... |  |
| Event Ticket Sold                          | Sends the museum staff when event ticket sold                                                            |                | <input checked="" type="checkbox"/> | ... |  |
| Membership Details (Group)                 | Sends the user an email after purchasing a group membership                                              |                | <input checked="" type="checkbox"/> | ... |  |
| Refund Confirmation                        | Sends the user an email after a refund is issued                                                         |                | <input checked="" type="checkbox"/> | ... |  |
| Registration Cancellation                  | Sent to registrants when their registration is canceled                                                  |                | <input checked="" type="checkbox"/> | ... |  |
| Registration Confirmation                  | Sent to program registrants after successful registration                                                |                | <input checked="" type="checkbox"/> | ... |  |
| Waitlist Confirmation                      | Sent to waitlisted registrants when moved to confirmed status                                            |                | <input checked="" type="checkbox"/> | ... |  |

Submit feedback

19

The "Migrated Membership Details" email template sends museum patrons instructions on how to manage their membership in the Muse platform post-migration. This is a one-time notification typically sent immediately following go-live and is currently manually triggered by your Muse Implementation Lead.

## Muse

JM

|                                            |                                                                                                          |                |                                     |     |  |
|--------------------------------------------|----------------------------------------------------------------------------------------------------------|----------------|-------------------------------------|-----|--|
|                                            |                                                                                                          | purchase page. |                                     |     |  |
| Connect with Muse                          | Sent to staff members when their email is being connected to Muse                                        |                | <input checked="" type="checkbox"/> | ... |  |
| Membership Details                         | Sends the user an email after purchasing a membership                                                    |                | <input checked="" type="checkbox"/> | ... |  |
| Gift Card Details                          | Sends the user an email after purchasing a gift card                                                     |                | <input checked="" type="checkbox"/> | ... |  |
| Migrated Membership Details                | Sends the user an email after purchasing a membership                                                    |                | <input checked="" type="checkbox"/> | ... |  |
| Program Registration Purchase Notification | Sends to the relevant museum staff when a program registration purchase was done from the purchase page. |                | <input checked="" type="checkbox"/> | ... |  |
| Event Ticket Sold                          | Sends the museum staff when event ticket sold                                                            |                | <input checked="" type="checkbox"/> | ... |  |
| Membership Details (Group)                 | Sends the user an email after purchasing a group membership                                              |                | <input checked="" type="checkbox"/> | ... |  |
| Refund Confirmation                        | Sends the user an email after a refund is issued                                                         |                | <input checked="" type="checkbox"/> | ... |  |
| Registration Cancellation                  | Sent to registrants when their registration is canceled                                                  |                | <input checked="" type="checkbox"/> | ... |  |
| Registration Confirmation                  | Sent to program registrants after successful registration                                                |                | <input checked="" type="checkbox"/> | ... |  |
| Waitlist Confirmation                      | Sent to waitlisted registrants when moved to confirmed status                                            |                | <input checked="" type="checkbox"/> | ... |  |

Submit feedback

20

The "Program Registration Purchase Notification" email template is sent to staff members when a program registration purchase was completed online.

Muse

JM

|                                            |                                                                                                          |                |                                     |     |  |
|--------------------------------------------|----------------------------------------------------------------------------------------------------------|----------------|-------------------------------------|-----|--|
|                                            |                                                                                                          | purchase page. |                                     |     |  |
| Connect with Muse                          | Sent to staff members when their email is being connected to Muse                                        |                | <input checked="" type="checkbox"/> | ... |  |
| Membership Details                         | Sends the user an email after purchasing a membership                                                    |                | <input checked="" type="checkbox"/> | ... |  |
| Gift Card Details                          | Sends the user an email after purchasing a gift card                                                     |                | <input checked="" type="checkbox"/> | ... |  |
| Migrated Membership Details                | Sends the user an email after purchasing a membership                                                    |                | <input checked="" type="checkbox"/> | ... |  |
| Program Registration Purchase Notification | Sends to the relevant museum staff when a program registration purchase was done from the purchase page. |                | <input checked="" type="checkbox"/> | ... |  |
| Event Ticket Sold                          | Sends the museum staff when event ticket sold                                                            |                | <input checked="" type="checkbox"/> | ... |  |
| Membership Details (Group)                 | Sends the user an email after purchasing a group membership                                              |                | <input checked="" type="checkbox"/> | ... |  |
| Refund Confirmation                        | Sends the user an email after a refund is issued                                                         |                | <input checked="" type="checkbox"/> | ... |  |
| Registration Cancellation                  | Sent to registrants when their registration is canceled                                                  |                | <input checked="" type="checkbox"/> | ... |  |
| Registration Confirmation                  | Sent to program registrants after successful registration                                                |                | <input checked="" type="checkbox"/> | ... |  |
| Waitlist Confirmation                      | Sent to waitlisted registrants when moved to confirmed status                                            |                | <input checked="" type="checkbox"/> | ... |  |

Submit feedback

21

The "Event Ticket Sold" email template is sent to staff members when an event ticket is sold.

|                                            |                                                                                                          |                |                                     |     |  |
|--------------------------------------------|----------------------------------------------------------------------------------------------------------|----------------|-------------------------------------|-----|--|
|                                            |                                                                                                          | purchase page. |                                     |     |  |
| Connect with Muse                          | Sent to staff members when their email is being connected to Muse                                        |                | <input checked="" type="checkbox"/> | ... |  |
| Membership Details                         | Sends the user an email after purchasing a membership                                                    |                | <input checked="" type="checkbox"/> | ... |  |
| Gift Card Details                          | Sends the user an email after purchasing a gift card                                                     |                | <input checked="" type="checkbox"/> | ... |  |
| Migrated Membership Details                | Sends the user an email after purchasing a membership                                                    |                | <input checked="" type="checkbox"/> | ... |  |
| Program Registration Purchase Notification | Sends to the relevant museum staff when a program registration purchase was done from the purchase page. |                | <input checked="" type="checkbox"/> | ... |  |
| Event Ticket Sold                          | Sends the museum staff when event ticket sold                                                            |                | <input checked="" type="checkbox"/> | ... |  |
| Membership Details (Group)                 | Sends the user an email after purchasing a group membership                                              |                | <input checked="" type="checkbox"/> | ... |  |
| Refund Confirmation                        | Sends the user an email after a refund is issued                                                         |                | <input checked="" type="checkbox"/> | ... |  |
| Registration Cancellation                  | Sent to registrants when their registration is canceled                                                  |                | <input checked="" type="checkbox"/> | ... |  |
| Registration Confirmation                  | Sent to program registrants after successful registration                                                |                | <input checked="" type="checkbox"/> | ... |  |
| Waitlist Confirmation                      | Sent to waitlisted registrants when moved to confirmed status                                            |                | <input checked="" type="checkbox"/> | ... |  |
| Waitlist Entry                             | Sent to waitlisted registrants when they sign up for the waitlist                                        |                | <input checked="" type="checkbox"/> | ... |  |

Submit feedback

22

The "Membership Details (Group)" email template sends an email to the patron after purchasing a group membership (membership levels which contain more than one member).

|    |                                            |                                                                                                          |                                     |   |
|----|--------------------------------------------|----------------------------------------------------------------------------------------------------------|-------------------------------------|---|
| ⋮  | Connect with Muse                          | Sent to staff members when their email is being connected to Muse                                        | <input checked="" type="checkbox"/> | ⋮ |
| 👤  | Membership Details                         | Sends the user an email after purchasing a membership                                                    | <input checked="" type="checkbox"/> | ⋮ |
| 📄  | Gift Card Details                          | Sends the user an email after purchasing a gift card                                                     | <input checked="" type="checkbox"/> | ⋮ |
| ✉️ | Migrated Membership Details                | Sends the user an email after purchasing a membership                                                    | <input checked="" type="checkbox"/> | ⋮ |
| ⚙️ | Program Registration Purchase Notification | Sends to the relevant museum staff when a program registration purchase was done from the purchase page. | <input checked="" type="checkbox"/> | ⋮ |
|    | Event Ticket Sold                          | Sends the museum staff when event ticket sold                                                            | <input checked="" type="checkbox"/> | ⋮ |
|    | Membership Details (Group)                 | Sends the user an email after purchasing a group membership                                              | <input checked="" type="checkbox"/> | ⋮ |
|    | Refund Confirmation                        | Sends the user an email after a refund is issued                                                         | <input checked="" type="checkbox"/> | ⋮ |
|    | Registration Cancellation                  | Sent to registrants when their registration is canceled                                                  | <input checked="" type="checkbox"/> | ⋮ |
|    | Registration Confirmation                  | Sent to program registrants after successful registration                                                | <input checked="" type="checkbox"/> | ⋮ |
|    | Waitlist Confirmation                      | Sent to waitlisted registrants when moved to confirmed status                                            | <input checked="" type="checkbox"/> | ⋮ |
|    | Waitlist Entry                             | Sent to waitlisted registrants when they sign up for the waitlist                                        | <input checked="" type="checkbox"/> | ⋮ |
|    | Waitlist Spot Available                    | Sent to staff when a registration is cancelled                                                           | <input checked="" type="checkbox"/> | ⋮ |

Submit feedback

23

The "Refund Confirmation" email template is sent to the patron after a refund is issued.

|    |                                            |                                                                                                          |                                     |   |
|----|--------------------------------------------|----------------------------------------------------------------------------------------------------------|-------------------------------------|---|
| 👤  | Membership Details                         | Sends the user an email after purchasing a membership                                                    | <input checked="" type="checkbox"/> | ⋮ |
| 📄  | Gift Card Details                          | Sends the user an email after purchasing a gift card                                                     | <input checked="" type="checkbox"/> | ⋮ |
| ✉️ | Migrated Membership Details                | Sends the user an email after purchasing a membership                                                    | <input checked="" type="checkbox"/> | ⋮ |
| ⚙️ | Program Registration Purchase Notification | Sends to the relevant museum staff when a program registration purchase was done from the purchase page. | <input checked="" type="checkbox"/> | ⋮ |
|    | Event Ticket Sold                          | Sends the museum staff when event ticket sold                                                            | <input checked="" type="checkbox"/> | ⋮ |
|    | Membership Details (Group)                 | Sends the user an email after purchasing a group membership                                              | <input checked="" type="checkbox"/> | ⋮ |
|    | Refund Confirmation                        | Sends the user an email after a refund is issued                                                         | <input checked="" type="checkbox"/> | ⋮ |
|    | Registration Cancellation                  | Sent to registrants when their registration is canceled                                                  | <input checked="" type="checkbox"/> | ⋮ |
|    | Registration Confirmation                  | Sent to program registrants after successful registration                                                | <input checked="" type="checkbox"/> | ⋮ |
|    | Waitlist Confirmation                      | Sent to waitlisted registrants when moved to confirmed status                                            | <input checked="" type="checkbox"/> | ⋮ |
|    | Waitlist Entry                             | Sent to waitlisted registrants when they sign up for the waitlist                                        | <input checked="" type="checkbox"/> | ⋮ |
|    | Waitlist Spot Available                    | Sent to staff when a registration is cancelled                                                           | <input checked="" type="checkbox"/> | ⋮ |
|    | Waitlist Withdrawal                        | Sent to waitlisted registrants when they withdraw from the waitlist                                      | <input checked="" type="checkbox"/> | ⋮ |

Submit feedback



24

The "Registration Cancellation" email template is sent to program registrants when their registration is cancelled.

|                                            |                                                                                                          |                                     |     |
|--------------------------------------------|----------------------------------------------------------------------------------------------------------|-------------------------------------|-----|
| Membership Details                         | Sends the user an email after purchasing a membership                                                    | <input checked="" type="checkbox"/> | ... |
| Gift Card Details                          | Sends the user an email after purchasing a gift card                                                     | <input checked="" type="checkbox"/> | ... |
| Migrated Membership Details                | Sends the user an email after purchasing a membership                                                    | <input checked="" type="checkbox"/> | ... |
| Program Registration Purchase Notification | Sends to the relevant museum staff when a program registration purchase was done from the purchase page. | <input checked="" type="checkbox"/> | ... |
| Event Ticket Sold                          | Sends the museum staff when event ticket sold                                                            | <input checked="" type="checkbox"/> | ... |
| Membership Details (Group)                 | Sends the user an email after purchasing a group membership                                              | <input checked="" type="checkbox"/> | ... |
| Refund Confirmation                        | Sends the user an email after a refund is issued                                                         | <input checked="" type="checkbox"/> | ... |
| Registration Cancellation                  | Sent to registrants when their registration is canceled                                                  | <input checked="" type="checkbox"/> | ... |
| Registration Confirmation                  | Sent to program registrants after successful registration                                                | <input checked="" type="checkbox"/> | ... |
| Waitlist Confirmation                      | Sent to waitlisted registrants when moved to confirmed status                                            | <input checked="" type="checkbox"/> | ... |
| Waitlist Entry                             | Sent to waitlisted registrants when they sign up for the waitlist                                        | <input checked="" type="checkbox"/> | ... |
| Waitlist Spot Available                    | Sent to staff when a registration is cancelled                                                           | <input checked="" type="checkbox"/> | ... |
| Waitlist Withdrawal                        | Sent to waitlisted registrants when they withdraw from the waitlist                                      | <input checked="" type="checkbox"/> | ... |

Submit feedback



25

The "Registration Confirmation" email template is sent to program registrants after successful registration.

|                                                 |                                                                                                          |                                     |                                     |
|-------------------------------------------------|----------------------------------------------------------------------------------------------------------|-------------------------------------|-------------------------------------|
| Program Registration Purchase Notification      | Sends to the relevant museum staff when a program registration purchase was done from the purchase page. | <input checked="" type="checkbox"/> | ...                                 |
| Event Ticket Sold                               | Sends the museum staff when event ticket sold                                                            | <input checked="" type="checkbox"/> | ...                                 |
| Membership Details (Group)                      | Sends the user an email after purchasing a group membership                                              | <input checked="" type="checkbox"/> | ...                                 |
| Refund Confirmation                             | Sends the user an email after a refund is issued                                                         | <input checked="" type="checkbox"/> | ...                                 |
| Registration Cancellation                       | Sent to registrants when their registration is canceled                                                  | <input checked="" type="checkbox"/> | ...                                 |
| Registration Confirmation                       | Sent to program registrants after successful registration                                                | <input checked="" type="checkbox"/> | ...                                 |
| Waitlist Confirmation                           | Sent to waitlisted registrants when moved to confirmed status                                            | <input checked="" type="checkbox"/> | ...                                 |
| Waitlist Entry                                  | Sent to waitlisted registrants when they sign up for the waitlist                                        | <input checked="" type="checkbox"/> | ...                                 |
| Waitlist Spot Available                         | Sent to staff when a registration is cancelled                                                           | <input checked="" type="checkbox"/> | ...                                 |
| Waitlist Withdrawal                             | Sent to waitlisted registrants when they withdraw from the waitlist                                      | <input checked="" type="checkbox"/> | ...                                 |
| Scheduled Program Notification (Single Session) | Sent to program registrants n hours/days before/after the Program                                        | 🕒 1 day before                      | <input checked="" type="checkbox"/> |
| Program Purchase Information Required           | Sends to the Constituent who purchased a Program to complete the signup Forms                            | <input checked="" type="checkbox"/> | ...                                 |

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26

The "Waitlist Confirmation" email template is sent to waitlisted registrants when they are moved to a confirmed status.

|                                                 |                                                                                                          |                |                                     |     |
|-------------------------------------------------|----------------------------------------------------------------------------------------------------------|----------------|-------------------------------------|-----|
| Program Registration Purchase Notification      | Sends to the relevant museum staff when a program registration purchase was done from the purchase page. |                | <input checked="" type="checkbox"/> | ... |
| Event Ticket Sold                               | Sends the museum staff when event ticket sold                                                            |                | <input checked="" type="checkbox"/> | ... |
| Membership Details (Group)                      | Sends the user an email after purchasing a group membership                                              |                | <input checked="" type="checkbox"/> | ... |
| Refund Confirmation                             | Sends the user an email after a refund is issued                                                         |                | <input checked="" type="checkbox"/> | ... |
| Registration Cancellation                       | Sent to registrants when their registration is canceled                                                  |                | <input checked="" type="checkbox"/> | ... |
| Registration Confirmation                       | Sent to program registrants after successful registration                                                |                | <input checked="" type="checkbox"/> | ... |
| Waitlist Confirmation                           | Sent to waitlisted registrants when moved to confirmed status                                            |                | <input checked="" type="checkbox"/> | ... |
| Waitlist Entry                                  | Sent to waitlisted registrants when they sign up for the waitlist                                        |                | <input checked="" type="checkbox"/> | ... |
| Waitlist Spot Available                         | Sent to staff when a registration is cancelled                                                           |                | <input checked="" type="checkbox"/> | ... |
| Waitlist Withdrawal                             | Sent to waitlisted registrants when they withdraw from the waitlist                                      |                | <input checked="" type="checkbox"/> | ... |
| Scheduled Program Notification (Single Session) | Sent to program registrants n hours/days before/after the Program                                        | 🕒 1 day before | <input checked="" type="checkbox"/> | ... |
| Program Purchase Information Required           | Sends to the Constituent who purchased a Program to complete the signup Forms                            |                | <input checked="" type="checkbox"/> | ... |
| Scheduled Pledge Installment Payment Link       | Sent to donors n hours/days before/after the due date                                                    | 🕒 1 day before | <input checked="" type="checkbox"/> | ... |

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27

The "Waitlist Entry" email template is sent to waitlisted registrants when they sign up for the waitlist.

|                                                 |                                                                               |                |                                     |     |
|-------------------------------------------------|-------------------------------------------------------------------------------|----------------|-------------------------------------|-----|
| Event Ticket Sold                               | Sends the museum staff when event ticket sold                                 |                | <input checked="" type="checkbox"/> | ... |
| Membership Details (Group)                      | Sends the user an email after purchasing a group membership                   |                | <input checked="" type="checkbox"/> | ... |
| Refund Confirmation                             | Sends the user an email after a refund is issued                              |                | <input checked="" type="checkbox"/> | ... |
| Registration Cancellation                       | Sent to registrants when their registration is canceled                       |                | <input checked="" type="checkbox"/> | ... |
| Registration Confirmation                       | Sent to program registrants after successful registration                     |                | <input checked="" type="checkbox"/> | ... |
| Waitlist Confirmation                           | Sent to waitlisted registrants when moved to confirmed status                 |                | <input checked="" type="checkbox"/> | ... |
| Waitlist Entry                                  | Sent to waitlisted registrants when they sign up for the waitlist             |                | <input checked="" type="checkbox"/> | ... |
| Waitlist Spot Available                         | Sent to staff when a registration is cancelled                                |                | <input checked="" type="checkbox"/> | ... |
| Waitlist Withdrawal                             | Sent to waitlisted registrants when they withdraw from the waitlist           |                | <input checked="" type="checkbox"/> | ... |
| Scheduled Program Notification (Single Session) | Sent to program registrants n hours/days before/after the Program             | 🕒 1 day before | <input checked="" type="checkbox"/> | ... |
| Program Purchase Information Required           | Sends to the Constituent who purchased a Program to complete the signup Forms |                | <input checked="" type="checkbox"/> | ... |
| Scheduled Pledge Installment Payment Link       | Sent to donors n hours/days before/after the due date                         | 🕒 1 day before | <input checked="" type="checkbox"/> | ... |

Submit feedback



28

The "Waitlist Spot Available" email template is sent to staff members when a registration is cancelled.

|                                                 |                                                                               |                |                                     |     |
|-------------------------------------------------|-------------------------------------------------------------------------------|----------------|-------------------------------------|-----|
| Event Ticket Sold                               | Sends the museum staff when event ticket sold                                 |                | <input checked="" type="checkbox"/> | ... |
| Membership Details (Group)                      | Sends the user an email after purchasing a group membership                   |                | <input checked="" type="checkbox"/> | ... |
| Refund Confirmation                             | Sends the user an email after a refund is issued                              |                | <input checked="" type="checkbox"/> | ... |
| Registration Cancellation                       | Sent to registrants when their registration is canceled                       |                | <input checked="" type="checkbox"/> | ... |
| Registration Confirmation                       | Sent to program registrants after successful registration                     |                | <input checked="" type="checkbox"/> | ... |
| Waitlist Confirmation                           | Sent to waitlisted registrants when moved to confirmed status                 |                | <input checked="" type="checkbox"/> | ... |
| Waitlist Entry                                  | Sent to waitlisted registrants when they sign up for the waitlist             |                | <input checked="" type="checkbox"/> | ... |
| Waitlist Spot Available                         | Sent to staff when a registration is cancelled                                |                | <input checked="" type="checkbox"/> | ... |
| Waitlist Withdrawal                             | Sent to waitlisted registrants when they withdraw from the waitlist           |                | <input checked="" type="checkbox"/> | ... |
| Scheduled Program Notification (Single Session) | Sent to program registrants n hours/days before/after the Program             | 🕒 1 day before | <input checked="" type="checkbox"/> | ... |
| Program Purchase Information Required           | Sends to the Constituent who purchased a Program to complete the signup Forms |                | <input checked="" type="checkbox"/> | ... |
| Scheduled Pledge Installment Payment Link       | Sent to donors n hours/days before/after the due date                         | 🕒 1 day before | <input checked="" type="checkbox"/> | ... |

Submit feedback



29

The "Waitlist Withdrawal" email template is sent to waitlisted registrants when they withdraw from the waitlist.

|                                                 |                                                                               |                |                                     |     |
|-------------------------------------------------|-------------------------------------------------------------------------------|----------------|-------------------------------------|-----|
| Event Ticket Sold                               | Sends the museum staff when event ticket sold                                 |                | <input checked="" type="checkbox"/> | ... |
| Membership Details (Group)                      | Sends the user an email after purchasing a group membership                   |                | <input checked="" type="checkbox"/> | ... |
| Refund Confirmation                             | Sends the user an email after a refund is issued                              |                | <input checked="" type="checkbox"/> | ... |
| Registration Cancellation                       | Sent to registrants when their registration is canceled                       |                | <input checked="" type="checkbox"/> | ... |
| Registration Confirmation                       | Sent to program registrants after successful registration                     |                | <input checked="" type="checkbox"/> | ... |
| Waitlist Confirmation                           | Sent to waitlisted registrants when moved to confirmed status                 |                | <input checked="" type="checkbox"/> | ... |
| Waitlist Entry                                  | Sent to waitlisted registrants when they sign up for the waitlist             |                | <input checked="" type="checkbox"/> | ... |
| Waitlist Spot Available                         | Sent to staff when a registration is cancelled                                |                | <input checked="" type="checkbox"/> | ... |
| Waitlist Withdrawal                             | Sent to waitlisted registrants when they withdraw from the waitlist           |                | <input checked="" type="checkbox"/> | ... |
| Scheduled Program Notification (Single Session) | Sent to program registrants n hours/days before/after the Program             | 🕒 1 day before | <input checked="" type="checkbox"/> | ... |
| Program Purchase Information Required           | Sends to the Constituent who purchased a Program to complete the signup Forms |                | <input checked="" type="checkbox"/> | ... |
| Scheduled Pledge Installment Payment Link       | Sent to donors n hours/days before/after the due date                         | 🕒 1 day before | <input checked="" type="checkbox"/> | ... |

Submit feedback



30

The "Scheduled Program Notification (Single Session)" email template is sent to program registrants n hours/days before/after the program.

|                                                 |                                                                               |                |                                     |     |
|-------------------------------------------------|-------------------------------------------------------------------------------|----------------|-------------------------------------|-----|
| Event Ticket Sold                               | Sends the museum staff when event ticket sold                                 |                | <input checked="" type="checkbox"/> | ... |
| Membership Details (Group)                      | Sends the user an email after purchasing a group membership                   |                | <input checked="" type="checkbox"/> | ... |
| Refund Confirmation                             | Sends the user an email after a refund is issued                              |                | <input checked="" type="checkbox"/> | ... |
| Registration Cancellation                       | Sent to registrants when their registration is canceled                       |                | <input checked="" type="checkbox"/> | ... |
| Registration Confirmation                       | Sent to program registrants after successful registration                     |                | <input checked="" type="checkbox"/> | ... |
| Waitlist Confirmation                           | Sent to waitlisted registrants when moved to confirmed status                 |                | <input checked="" type="checkbox"/> | ... |
| Waitlist Entry                                  | Sent to waitlisted registrants when they sign up for the waitlist             |                | <input checked="" type="checkbox"/> | ... |
| Waitlist Spot Available                         | Sent to staff when a registration is cancelled                                |                | <input checked="" type="checkbox"/> | ... |
| Waitlist Withdrawal                             | Sent to waitlisted registrants when they withdraw from the waitlist           |                | <input checked="" type="checkbox"/> | ... |
| Scheduled Program Notification (Single Session) | Sent to program registrants n hours/days before/after the Program             | 🕒 1 day before | <input checked="" type="checkbox"/> | ... |
| Program Purchase Information Required           | Sends to the Constituent who purchased a Program to complete the signup Forms |                | <input checked="" type="checkbox"/> | ... |
| Scheduled Pledge Installment Payment Link       | Sent to donors n hours/days before/after the due date                         | 🕒 1 day before | <input checked="" type="checkbox"/> | ... |

Submit feedback



31

The "Program Purchase Information Required" email template sends to the program registrant to complete required forms when the program is purchased on the Museum Floor.

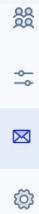
|                                                 |                                                                               |                |                                     |     |
|-------------------------------------------------|-------------------------------------------------------------------------------|----------------|-------------------------------------|-----|
| Event Ticket Sold                               | Sends the museum staff when event ticket sold                                 |                | <input checked="" type="checkbox"/> | ... |
| Membership Details (Group)                      | Sends the user an email after purchasing a group membership                   |                | <input checked="" type="checkbox"/> | ... |
| Refund Confirmation                             | Sends the user an email after a refund is issued                              |                | <input checked="" type="checkbox"/> | ... |
| Registration Cancellation                       | Sent to registrants when their registration is canceled                       |                | <input checked="" type="checkbox"/> | ... |
| Registration Confirmation                       | Sent to program registrants after successful registration                     |                | <input checked="" type="checkbox"/> | ... |
| Waitlist Confirmation                           | Sent to waitlisted registrants when moved to confirmed status                 |                | <input checked="" type="checkbox"/> | ... |
| Waitlist Entry                                  | Sent to waitlisted registrants when they sign up for the waitlist             |                | <input checked="" type="checkbox"/> | ... |
| Waitlist Spot Available                         | Sent to staff when a registration is cancelled                                |                | <input checked="" type="checkbox"/> | ... |
| Waitlist Withdrawal                             | Sent to waitlisted registrants when they withdraw from the waitlist           |                | <input checked="" type="checkbox"/> | ... |
| Scheduled Program Notification (Single Session) | Sent to program registrants n hours/days before/after the Program             | 🕒 1 day before | <input checked="" type="checkbox"/> | ... |
| Program Purchase Information Required           | Sends to the Constituent who purchased a Program to complete the signup Forms |                | <input checked="" type="checkbox"/> | ... |
| Scheduled Pledge Installment Payment Link       | Sent to donors n hours/days before/after the due date                         | 🕒 1 day before | <input checked="" type="checkbox"/> | ... |

Submit feedback



32

The "Scheduled Pledge Installment Payment Link" email template sends to donors n hours/days before/after the payment due date.



|                                                 |                                                                               |                |                                     |     |
|-------------------------------------------------|-------------------------------------------------------------------------------|----------------|-------------------------------------|-----|
| Event Ticket Sold                               | Sends the museum staff when event ticket sold                                 |                | <input checked="" type="checkbox"/> | ... |
| Membership Details (Group)                      | Sends the user an email after purchasing a group membership                   |                | <input checked="" type="checkbox"/> | ... |
| Refund Confirmation                             | Sends the user an email after a refund is issued                              |                | <input checked="" type="checkbox"/> | ... |
| Registration Cancellation                       | Sent to registrants when their registration is canceled                       |                | <input checked="" type="checkbox"/> | ... |
| Registration Confirmation                       | Sent to program registrants after successful registration                     |                | <input checked="" type="checkbox"/> | ... |
| Waitlist Confirmation                           | Sent to waitlisted registrants when moved to confirmed status                 |                | <input checked="" type="checkbox"/> | ... |
| Waitlist Entry                                  | Sent to waitlisted registrants when they sign up for the waitlist             |                | <input checked="" type="checkbox"/> | ... |
| Waitlist Spot Available                         | Sent to staff when a registration is cancelled                                |                | <input checked="" type="checkbox"/> | ... |
| Waitlist Withdrawal                             | Sent to waitlisted registrants when they withdraw from the waitlist           |                | <input checked="" type="checkbox"/> | ... |
| Scheduled Program Notification (Single Session) | Sent to program registrants n hours/days before/after the Program             | 🕒 1 day before | <input checked="" type="checkbox"/> | ... |
| Program Purchase Information Required           | Sends to the Constituent who purchased a Program to complete the signup Forms |                | <input checked="" type="checkbox"/> | ... |
| Scheduled Pledge Installment Payment Link       | Sent to donors n hours/days before/after the due date                         | 🕒 1 day before | <input checked="" type="checkbox"/> | ... |

Submit feedback

