# Event Email Templates

Adjusting Event Settings · https://ivolunteer.com/support-docs/event-email-templates/

The **Emails** tab under **Event Settings** lets you define the templates used for a variety of scheduled emails. The default subject and body can be modified for each on this tab. Variables or dynamic tokens can be used in both the subject and body. To insert a variable, position the cursor where you want to add it and then select it from the **Insert Variable** dropdown list. You can find a list with definitions of all the ivolunteer.com variables in the About Variables section. Each template description below notes any variables that are specific to that email type.

Send or Schedule email to Volunteers under Event Details & Actions > Send Email.

## Administrator/Contact Notification Emails

**Confirmation Notification Template:** Sent to the Event Administrators and/or the Event Contact (as configured in Notification Options) when a participant has confirmed a slot.

**Cancellation Notification Email:** sent to the Event Administrators and/or the Event Contact (as configured in Notification Options) when a participant has canceled a slot.

## Volunteer Emails

**Email Verification Template:** Select from the Email Verification Mode dropdown to indicate when email address verification is required. This email includes a link [PARTICIPANT_URL], which takes the participant to their My Commitments portal to verify their email address and review their commitments and notification settings.

- **Verification Required Once** (default): Sent only if the email address has never been confirmed with ivolunteer.com from their current phone or computer.
- **Verification Always Required**: Sent every time someone signs up, even if the address was confirmed before.

- **Verification Never Required**: Never sent. Select this only when you are not concerned about verifying a participant's email address before confirming them in a slot. The **Kiosk Option** on the Event Info tab temporarily disables email verification so that you can sign up multiple participants on location.

**Preempted Notification Template:** Sent to the participant when someone else has taken a slot between the time that they signed up and the time they verified. You can select how long to hold unverified slots; the default is 10 minutes.

**Confirmation Notification Template:** This email confirms to the participant that they are signed up in a slot. Check the box "Always send Confirmation Notification to participant" if you want this email to be sent for every signup rather than letting the participant elect to receive it. This email type includes [PARTICIPANT_URL], which takes the participant to their My Commitments portal to review their commitments and notification settings.



Note: If you need volunteers to have a printed confirmation or if you have important information that they must have at the time that they confirm, this is the email to use.
**Cancellation Notification Template:** Optionally sent to the participant after they have canceled a slot. The participant can elect to receive this email at the time of cancellation.

**Reminder Template:** This is the default template for reminder emails that you schedule under under Event Details & Actions > Send Email.

The "Slots in the Future to Include as Part of the Reminder" setting allows you to specify how many days ahead to include in the [SLOT_LIST] or [SLOT_LIST_WITH_TASK_DETAILS] variables. For example, "4 Days" will include reminders for the next 4 calendar days from the target date. This helps ensure that volunteers signed up for multiple days are not bombarded with email.

**Thank You Template:** Sent to the participant when you schedule or send thank-you emails under under Event Details & Actions > Send Email. If you are signing in volunteers when they arrive, then you may want to check the box "Thank only Signed-In participants when Track Attendance is enabled."