Template name: Apology for downtime

This email template can be used to apologize for site downtime.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Calendar.Share.Notification

Notification of new calendar share.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{CALENDAR\_OWNER\_FIRST\_NAME}} | Replaced by the first name of the user who shared their calendar |
| {{SHARED\_CALENDAR\_URL}} | Replaced by the shared calendar URL |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.Abuse.Notification

This notification email gets sent whenever a member flags community content as abuse or spam.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{FROM\_FIRST\_NAME}} | Replaced by the first name of the user who flagged the content |
| {{FROM\_LAST\_NAME}} | Replaced by the last name of the user who flagged the content |
| {{FROM\_USER\_NAME}} | Replaced by the username of the user who flagged the content |
| {{FLAG\_COMMENT\_TEXT}} | Replaced by the comment attached to the abuse report |
| {{MANAGE\_FLAG\_URL}} | Replaced by the URL to manage flagged content in the Control Panel |
| {{FLAG\_ENTITY\_URL}} | Replaced by the content URL |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.AlbumUser.TellAFriend

This template is used when a user shares an album via email.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FRIEND\_NAME}} | Replaced by the recipient’s name |
| {{FULL\_NAME}} | Replaced by the sender’s full name |
| {{MESSAGE}} | Replaced by the message |
| {{URL}} | Replaced by the album URL |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.Article.NewComment.Notification

Notification of a comment made to your article.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{FROM\_FIRST\_NAME}} | Replaced by the first name of the user who commented on the article |
| {{FROM\_LAST\_NAME}} | Replaced by the last name of the user who commented on the article |
| {{FROM\_EMAIL\_ADDRESS}} | Replaced by the email address of the user who commented on the article |
| {{FROM\_USER\_NAME}} | Replaced by the username of the user who commented on the article |
| {{Article\_Title}} | Replaced by the article URL |
| {{COMMENT\_TEXT}} | Replaced by the comment text |
| {{COMMENT\_URL}} | Replaced by the comment URL |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.ArticleUser.TellAFriend

This template is used when a user shares an article via email.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FRIEND\_NAME}} | Replaced by the recipient’s name |
| {{FULL\_NAME}} | Replaced by the sender’s full name |
| {{MESSAGE}} | Replaced by the message |
| {{URL}} | Replaced by the article URL |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.Award.Earned.Notification

Notification of a badge earned by a user.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{AWARD\_IMAGE\_URL}} | Replaced by the badge image URL |
| {{CONTENT\_TITLE}} | Replaced by the badge title |
| {{CONTENT\_BODY}} | Replaced by the badge description |
| {{CONTENT\_TYPE\_SINGLE}} | Replaced by the BadgeText resource |
| {{CONTENT\_SUMMARY}} | Replaced by the badge summary |
| {{PARENT\_CONTENT\_TITLE}} | Replaced by the recognition program name |
| {{ACTIVITY\_URL}} | Replaced by the badge wall post URL |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.Award.Granted.Notification

Notification of a badge granted by another user.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{FROM\_FIRST\_NAME}} | Replaced by the first name of the user who granted the badge |
| {{FROM\_LAST\_NAME}} | Replaced by the last name of the user who granted the badge |
| {{FROM\_EMAIL\_ADDRESS}} | Replaced by the email address of the user who granted the badge |
| {{FROM\_USER\_NAME}} | Replaced by the username of the user who granted the badge |
| {{AWARD\_IMAGE\_URL}} | Replaced by the badge image URL |
| {{CONTENT\_TITLE}} | Replaced by the badge title |
| {{CONTENT\_BODY}} | Replaced by the badge description |
| {{CONTENT\_TYPE\_SINGLE}} | Replaced by the BadgeText resource |
| {{MESSAGE\_BODY}} | Replaced by the message attached to the award |
| {{CONTENT\_SUMMARY}} | Replaced by the badge summary |
| {{PARENT\_CONTENT\_TITLE}} | Replaced by the recognition program name |
| {{ACTIVITY\_URL}} | Replaced by the badge wall post URL |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.Award.Supervisor.Notification

Sent to managers when their direct reports earns or is awarded a badge. Enabled by SendSupervisorAwardNotificationEmail in Control Panel > System > System Properties.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the badge recipient’s first name |
| {{LAST\_NAME}} | Replaced by the badge recipient’s last name |
| {{USER\_NAME}} | Replaced by the badge recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the badge recipient’s email address |
| {{FROM\_FIRST\_NAME}} | Replaced by the first name of the user who awarded the badge; replaced by the EarnedFromChallengeText resource if the badge was earned by completing a challenge |
| {{FROM\_LAST\_NAME}} | Replaced by the last name of the user who awarded the badge; blank if the badge was earned by completing a challenge |
| {{FROM\_USER\_NAME}} | Replaced by the username of the user who awarded the badge; replaced by the EarnedFromChallengeText resource if the badge was earned by completing a challenge |
| {{FROM\_EMAIL\_ADDRESS}} | Replaced by the email address of the user who awarded the badge; blank if the badge was earned by completing a challenge |
| {{AWARD\_IMAGE\_URL}} | Replaced by the badge image URL |
| {{CONTENT\_TITLE}} | Replaced by the badge title |
| {{CONTENT\_BODY}} | Replaced by the badge description |
| {{CONTENT\_TYPE\_SINGLE}} | Replaced by the BadgeText resource |
| {{MESSAGE\_BODY}} | Replaced by the message attached to the award |
| {{CONTENT\_SUMMARY}} | Replaced by the badge summary |
| {{ACTIVITY\_URL}} | Replaced by the badge wall post URL |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.Blog.NewComment.Notification

Notification of a comment made to your blog post.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{FROM\_FIRST\_NAME}} | Replaced by the first name of the user who commented on the blog |
| {{FROM\_LAST\_NAME}} | Replaced by the last name of the user who commented on the blog |
| {{FROM\_EMAIL\_ADDRESS}} | Replaced by the email address of the user who commented on the blog |
| {{FROM\_USER\_NAME}} | Replaced by the username of the user who commented on the blog |
| {{FROM\_DISPLAY\_NAME}} | Replaced by the display name of the user who commented on the blog |
| {{BlogEntry\_Title}} | Replaced by the blog title |
| {{COMMENT\_TEXT}} | Replaced by the comment text |
| {{COMMENT\_URL}} | Replaced by the comment URL |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.BlogUser.TellAFriend

This template is used when a user shares a blog via email.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FRIEND\_NAME}} | Replaced by the recipient’s name |
| {{FULL\_NAME}} | Replaced by the sender’s full name |
| {{MESSAGE}} | Replaced by the message |
| {{URL}} | Replaced by the blog URL |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.Community.Invite

Invitation to join the intranet sent via email.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{FROM\_FIRST\_NAME}} | Replaced by the first name of the user who sent the invitation |
| {{FROM\_LAST\_NAME}} | Replaced by the last name of the user who sent the invitation |
| {{FROM\_EMAIL\_ADDRESS}} | Replaced by the email address of the user who sent the invitation |
| {{FROM\_USER\_NAME}} | Replaced by the username of the user who sent the invitation |
| {{JOIN\_URL}} | Replaced by the register URL with a unique invitation ID |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.ConfirmCode

Email sent to confirm RSVP for external event invitee.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{CONFIRM\_CODE}} | Replaced by the unique confirmation code |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.ContactRequest.Notification

This notification email gets sent when a new contact request is created via the contact us form.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the first name of the user who sent the contact request |
| {{LAST\_NAME}} | Replaced by the last name of the user who sent the contact request |
| {{EMAIL\_ADDRESS}} | Replaced by the email address of the user who sent the contact request |
| {{IP\_ADDRESS}} | Replaced by the IP address of the user who sent the contact request |
| {{MESSAGE}} | Replaced by the message in the contact request |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.Entity.Publish.Notification

This template is used when a user’s content has been approved and published.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{ENTITY\_TITLE}} | Replaced by the name or title of the content |
| {{ENTITY\_TYPE}} | Replaced by the content’s entity type (e.g. blog, article, event, etc.) |
| {{ENTITY\_URL}} | Replaced by the content URL |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.Event.CancelNotification

Notification to event invitees that an event has been cancelled.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FROM\_FIRST\_NAME}} | Replaced by the first name of the user who deleted the event |
| {{FROM\_LAST\_NAME}} | Replaced by the last name of the user who deleted the event |
| {{CONTENT\_TITLE}} | Replaced by the event title |
| {{WHEN}} | Replaced by the event time |
| {{LOCATION}} | Replaced by the event location |

Template name: Communifire.Event.ChangeTime.Notification

Notification to event invitees that an event’s time has been changed.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{CONTENT\_TITLE}} | Replaced by the event title |
| {{WHEN}} | Replaced by the event date and time |
| {{ORGANIZER}} | Replaced by the event organizer |
| {{UPDATED\_BY}} | Replaced by the name of the user who updated the event |
| {{LOCATION}} | Replaced by the event location |
| {{INVITEES}} | Replaced by the event invitee list |
| {{CONTENT\_DESCRIPTION}} | Replaced by the event description |
| {{RSVP\_YES\_URL}} | Replaced by the URL to RSVP as attending the event |
| {{RSVP\_NO\_URL}} | Replaced by the URL to RSVP as not attending the event |
| {{RSVP\_MAYBE\_URL}} | Replaced by the URL to RSVP as maybe attending the event |
| {{FORWARDING}} | Replaced by a message saying that the event cannot be forwarded to others (ForwardingNotPermittedText resource) |
| {{CONTENT\_URL\_TEXT}} | Replaced by the event URL |
| {{TO\_EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.Event.ExternalInvite.Notification

This email is sent to notify an external user that they have been invited to attend an event.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{CONTENT\_TITLE}} | Replaced by the event title |
| {{WHEN}} | Replaced by the event date and time |
| {{CREATED\_BY}} | Replaced by the event organizer |
| {{LOCATION}} | Replaced by the event location |
| {{INVITEES}} | Replaced by the event invitee list |
| {{CONTENT\_DESCRIPTION}} | Replaced by the event description |
| {{RSVP\_YES\_URL}} | Replaced by the URL to RSVP as attending the event |
| {{RSVP\_NO\_URL}} | Replaced by the URL to RSVP as not attending the event |
| {{RSVP\_MAYBE\_URL}} | Replaced by the URL to RSVP as maybe attending the event |
| {{FORWARDING}} | Replaced by a message saying that the event cannot be forwarded to others (ForwardingNotPermittedText resource) |
| {{TO\_EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{CONTENT\_URL}} | Replaced by the event URL |
| {{FROM\_FIRST\_NAME}} | Replaced by the first name of the user who sent the invitation |
| {{FROM\_LAST\_NAME}} | Replaced by the last name of the user who sent the invitation |
| {{FROM\_EMAIL\_ADDRESS}} | Replaced by the email address of the user who sent the invitation |
| {{FROM\_USER\_NAME}} | Replaced by the username of the user who sent the invitation |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.Event.InvitationReply.Notification

Notification of an event RSVP. Sent to the event organizer.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{INVITEE}} | Replaced by the name and email address of the user who responded |
| {{RSVP\_ACTION}} | Replaced by the RSVP action (AcceptedYourInvitationText, DeclinedYourInvitationText, or MightAttendInvitationText resource) |
| {{CONTENT\_TITLE}} | Replaced by the event title |
| {{WHEN}} | Replaced by the event date and time |
| {{ATTENDANCE\_TYPE}} | Replaced by the RSVP (EventAttendText, TentativeText, or EventNotAttendingText resource) |
| {{CREATED\_BY}} | Replaced by the name and email address of the event organizer |
| {{LOCATION}} | Replaced by the event location |
| {{INVITEES}} | Replaced by a list of the event’s invited users |
| {{ATTENDEES}} | Replaced by a list of the event’s attendees |

Template name: Communifire.Event.InvitationReplyExternal.Notification

This email is sent to notify the external inviter of an event when an internal user RSVPs.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{INVITEE}} | Replaced by the name of the invited user |
| {{RSVP\_ACTION}} | Replaced by the RSVP action (AcceptedYourInvitationText, DeclinedYourInvitationText, or MightAttendInvitationText resource) |
| {{CONTENT\_TITLE}} | Replaced by the event title |
| {{WHEN}} | Replaced by the event time |
| {{ATTENDANCE\_TYPE}} | Replaced by the RSVP type |
| {{LOCATION}} | Replaced by the event location |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.Event.NewComment.Notification

Notification of a comment made to your event.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{FROM\_FIRST\_NAME}} | Replaced by the first name of the user who commented on the event |
| {{FROM\_LAST\_NAME}} | Replaced by the last name of the user who commented on the event |
| {{FROM\_EMAIL\_ADDRESS}} | Replaced by the email address of the user who commented on the event |
| {{FROM\_USER\_NAME}} | Replaced by the username of the user who commented on the event |
| {{Event\_Title}} | Replaced by the event title |
| {{COMMENT\_TEXT}} | Replaced by the comment text |
| {{COMMENT\_URL}} | Replaced by the comment URL |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.Event.NoNewParticipants

Email sent when someone who was not invited RSVPs by email to an event that has invite others disabled.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{EVENT\_TITLE}} | Replaced by the event name |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.Event.Reminder

This template is used to reminder users of an event.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{DATE}} | Replaced by the event date |
| {{TITLE}} | Replaced by the event title |
| {{URL}} | Replaced by the event URL |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.Event.SpaceAttendees.Notification

Notifies a user that they have been added as an attendee for an event.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{FROM\_FIRST\_NAME}} | Replaced by the first name of the user who created the event |
| {{FROM\_LAST\_NAME}} | Replaced by the last name of the user who created the event |
| {{FROM\_EMAIL\_ADDRESS}} | Replaced by the email address of the user who created the event |
| {{FROM\_USER\_NAME}} | Replaced by the username of the user who created the event |
| {{EVENT\_TITLE}} | Replaced by the event title |
| {{EVENT\_URL}} | Replaced by the event URL |
| {{EMAIL\_SIGNATURE}} | Replaced by the email address in Control Panel > System > General Settings > Email Settings > From email address |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.Event.SpaceInvites.Notification

This email is sent to notify a user that they have been invited to attend an event.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{CONTENT\_TITLE}} | Replaced by the event title |
| {{WHEN}} | Replaced by the event date and time |
| {{CREATED\_BY}} | Replaced by the event organizer |
| {{LOCATION}} | Replaced by the event location |
| {{INVITEES}} | Replaced by the event invitee list |
| {{CONTENT\_DESCRIPTION}} | Replaced by the event description |
| {{RSVP\_YES\_URL}} | Replaced by the URL to RSVP as attending the event |
| {{RSVP\_NO\_URL}} | Replaced by the URL to RSVP as not attending the event |
| {{RSVP\_MAYBE\_URL}} | Replaced by the URL to RSVP as maybe attending the event |
| {{CONTENT\_URL}} | Replaced by the event URL |
| {{TO\_EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{FROM\_FIRST\_NAME}} | Replaced by the first name of the user who sent the invitation |
| {{FROM\_LAST\_NAME}} | Replaced by the last name of the user who sent the invitation |
| {{FROM\_EMAIL\_ADDRESS}} | Replaced by the email address of the user who sent the invitation |
| {{FROM\_USER\_NAME}} | Replaced by the username of the user who sent the invitation |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.Event.UpdateICS.Notification

Notification to event invitees that an event‘s ICS file has changed (includes change in location or description, excludes time change).

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{CONTENT\_TITLE}} | Replaced by the event title |
| {{WHEN}} | Replaced by the event date and time |
| {{ORGANIZER}} | Replaced by the event organizer |
| {{UPDATED\_BY}} | Replaced by the name of the user who updated the event |
| {{LOCATION}} | Replaced by the event location |
| {{INVITEES}} | Replaced by the event invite list |
| {{CONTENT\_DESCRIPTION}} | Replaced by the event description |
| {{CONTENT\_URL\_TEXT}} | Replaced by the event URL |
| {{TO\_EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.EventUser.TellAFriend

This template is used when a user shares an event via email.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FRIEND\_NAME}} | Replaced by the recipient’s name |
| {{FULL\_NAME}} | Replaced by the sender’s full name |
| {{MESSAGE}} | Replaced by the message |
| {{URL}} | Replaced by the event URL |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.File.NewComment.Notification

Notification of a comment made to your file.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{FROM\_FIRST\_NAME}} | Replaced by the first name of the user who commented on the file |
| {{FROM\_LAST\_NAME}} | Replaced by the last name of the user who commented on the file |
| {{FROM\_EMAIL\_ADDRESS}} | Replaced by the email address of the user who commented on the file |
| {{FROM\_USER\_NAME}} | Replaced by the username of the user who commented on the file |
| {{File\_Title}} | Replaced by the file name |
| {{COMMENT\_TEXT}} | Replaced by the comment text |
| {{COMMENT\_URL}} | Replaced by the comment URL |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.File.TellAFriend

This template is used when a user shares a file via email.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FRIEND\_NAME}} | Replaced by the recipient’s name |
| {{FULL\_NAME}} | Replaced by the sender’s full name |
| {{MESSAGE}} | Replaced by the message |
| {{URL}} | Replaced by the file URL |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.Follow.EntityUpdated.Notification

Notification sent when content a user is following is updated.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{FROM\_FIRST\_NAME}} | Replaced by the first name of the user who updated the content |
| {{FROM\_LAST\_NAME}} | Replaced by the last name of the user who updated the content |
| {{FROM\_EMAIL\_ADDRESS}} | Replaced by the email address of the user who updated the content |
| {{ENTITY\_NAME}} | Replaced by the content type |
| {{ENTITY\_URL}} | Replaced by the content URL |
| {{ENTITY\_TITLE}} | Replaced by the content title |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.Follow.NewComment.Notification

Notification when someone comments on an entity which the user is following.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{FROM\_FIRST\_NAME}} | Replaced by the first name of the user who commented on the content |
| {{FROM\_LAST\_NAME}} | Replaced by the last name of the user who commented on the content |
| {{FROM\_EMAIL\_ADDRESS}} | Replaced by the email address of the user who commented on the content |
| {{FROM\_USER\_NAME}} | Replaced by the username of the user who commented on the content |
| {{ENTITY\_TITLE}} | Replaced by the content title |
| {{ENTITY\_NAME}} | Replaced by the content type  |
| {{ENTITY\_URL}} | Replaced by the content URL |
| {{COMMENT\_TEXT}} | Replaced by the comment text |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.Idea.NewComment.Notification

Notification of a comment made to your idea.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{FROM\_FIRST\_NAME}} | Replaced by the first name of the user who commented on the idea |
| {{FROM\_LAST\_NAME}} | Replaced by the last name of the user who commented on the idea |
| {{FROM\_EMAIL\_ADDRESS}} | Replaced by the email address of the user who commented on the idea |
| {{FROM\_USER\_NAME}} | Replaced by the username of the user who commented on the idea |
| {{Idea\_Title}} | Replaced by the idea name |
| {{COMMENT\_TEXT}} | Replaced by the comment text |
| {{COMMENT\_URL}} | Replaced by the comment URL |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.IdeaUser.TellAFriend

This template is used when a user shares an idea via email.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FRIEND\_NAME}} | Replaced by the recipient’s name |
| {{FULL\_NAME}} | Replaced by the sender’s full name |
| {{MESSAGE}} | Replaced by the message |
| {{URL}} | Replaced by the idea URL |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.Inactive.User.Email

Email sent to inactive users.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{MISSED\_CONTENT}} | Replaced by content the user has missed |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.Issue.NewComment.Notification

Notification of a comment made to a case.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{FROM\_FIRST\_NAME}} | Replaced by the first name of the user who commented on the case |
| {{FROM\_LAST\_NAME}} | Replaced by the last name of the user who commented on the case |
| {{FROM\_EMAIL\_ADDRESS}} | Replaced by the email address of the user who commented on the case |
| {{FROM\_USER\_NAME}} | Replaced by the username of the user who commented on the case |
| {{TICKET\_ID}} | Replaced by the case’s unique ID |
| {{TICKET\_SUBJECT}} | Replaced by the case subject |
| {{COMMENT\_DATE}} | Replaced by the comment creation date |
| {{ISSUE\_URL}} | Replaced by the case URL |
| {{COMMENT\_TEXT}} | Replaced by the comment text |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.MembershipRequestApproved.Notification

Notification that the user’s account has been approved.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.Mention.Notification

Email sent to notify a user when they are @mentioned in content. Enabled by SendMentionNotificationEmails in Control Panel > System > System Properties.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{FROM\_FIRST\_NAME}} | Replaced by the first name of the user who made the @mention |
| {{FROM\_LAST\_NAME}} | Replaced by the last name of the user who made the @mention |
| {{FROM\_EMAIL\_ADDRESS}} | Replaced by the email address of the user made the @mention |
| {{FROM\_USER\_NAME}} | Replaced by the username of the user who made the @mention |
| {{ENTITY\_TITLE}} | Replaced by the content title |
| {{ENTITY\_URL}} | Replaced by the content URL |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.NewUser.Engagement.Email

Email sent to new users who have not yet engaged in the community.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.Photo.NewComment.Notification

Notification of a comment made to your photo.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{FROM\_FIRST\_NAME}} | Replaced by the first name of the user who commented on the photo |
| {{FROM\_LAST\_NAME}} | Replaced by the last name of the user who commented on the photo |
| {{FROM\_EMAIL\_ADDRESS}} | Replaced by the email address of the user who commented on the photo |
| {{FROM\_USER\_NAME}} | Replaced by the username of the user who commented on the photo |
| {{COMMENT\_TEXT}} | Replaced by the comment text |
| {{COMMENT\_URL}} | Replaced by the comment URL |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.PhotoAlbum.NewComment.Notification

Notification of a comment made to your photo album.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{FROM\_FIRST\_NAME}} | Replaced by the first name of the user who commented on the album |
| {{FROM\_LAST\_NAME}} | Replaced by the last name of the user who commented on the album |
| {{FROM\_EMAIL\_ADDRESS}} | Replaced by the email address of the user who commented on the album |
| {{FROM\_USER\_NAME}} | Replaced by the username of the user who commented on the album |
| {{PhotoAlbum\_Title}} | Replaced by the album title |
| {{COMMENT\_TEXT}} | Replaced by the comment text |
| {{COMMENT\_URL}} | Replaced by the comment URL |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.PhotoUser.TellAFriend

This template is used when a user shares a photo via email.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FRIEND\_NAME}} | Replaced by the recipient’s name |
| {{FULL\_NAME}} | Replaced by the sender’s full name |
| {{MESSAGE}} | Replaced by the message |
| {{URL}} | Replaced by the photo URL |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.Product.NewComment.Notification (Deprecated)

Notification of a comment made to your product.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{FROM\_FIRST\_NAME}} | Replaced by the first name of the user who commented on the product |
| {{FROM\_LAST\_NAME}} | Replaced by the last name of the user who commented on the product |
| {{FROM\_EMAIL\_ADDRESS}} | Replaced by the email address of the user who commented on the product |
| {{FROM\_USER\_NAME}} | Replaced by the username of the user who commented on the product |
| {{PRODUCT\_TITLE}} | Replaced by the product title |
| {{PRODUCT\_URL}} | Replaced by the product URL |
| {{PRODUCT\_COMMENT}} | Replaced by the comment |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.Product.TellAFriend (Deprecated)

This template is used when a user shares a product via email.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FRIEND\_NAME}} | Replaced by the recipient’s name |
| {{FULL\_NAME}} | Replaced by the sender’s full name |
| {{MESSAGE}} | Replaced by the message |
| {{URL}} | Replaced by the product URL |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.ReadRequired.Notification

Notification of new required reading content.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{FROM\_FIRST\_NAME}} | Replaced by the first name of the user who created the content |
| {{FROM\_LAST\_NAME}} | Replaced by the last name of the user who created the content |
| {{FROM\_EMAIL\_ADDRESS}} | Replaced by the email address of the user who created the content |
| {{ENTITY\_NAME}} | Replaced by the content name |
| {{ENTITY\_TITLE}} | Replaced by the content title |
| {{ENTITY\_VERSION}} | Replaced by the content version |
| {{ENTITY\_URL}} | Replaced by the content URL |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.Space.AddedUser

Notification sent to a user when they are added to a space.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{FROM\_FIRST\_NAME}} | Replaced by the first name of the user who added the user to the space |
| {{FROM\_LAST\_NAME}} | Replaced by the last name of the user who added the user to the space |
| {{FROM\_EMAIL\_ADDRESS}} | Replaced by the email address of the user who added the user to the space |
| {{FROM\_USER\_NAME}} | Replaced by the username of the user who added the user to the space |
| {{SPACE\_URL}} | Replaced by the space URL |
| {{SPACE\_NAME}} | Replaced by the space name |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.Space.DailyDigestEmail

Template for the content wrapping the daily digest email.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{RECIPIENT\_EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{ACTIVITY\_DIGEST\_DATE}} | Replaced by the date and time the digest sent |
| {{SPACES\_ACTIVITY\_DIGEST}} | Replaced by the digest content (System Properties > DailyDigestSpaceListTemplate and DailyDigestItemListTemplate) |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.Space.InvitationEmail.Notification

This template is used when a user invites someone to join the space.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{FROM\_FIRST\_NAME}} | Replaced by the first name of the user who sent the invitation |
| {{FROM\_LAST\_NAME}} | Replaced by the last name of the user who sent the invitation |
| {{FROM\_EMAIL\_ADDRESS}} | Replaced by the email address of the user who sent the invitation |
| {{FROM\_USER\_NAME}} | Replaced by the username of the user who sent the invitation |
| {{SPACE\_URL}} | Replaced by the space URL |
| {{SPACE\_NAME}} | Replaced by the space name |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.Space.SpaceMembershipRequestApproved.Notification

Notification that a user’s request to join a space has been approved.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{SPACE\_NAME}} | Replaced by the space name |
| {{SPACE\_URL}} | Replaced by the space URL |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.Space.SpaceMembershipRequestDeclined.Notification

Notification that a user’s request to join a space has been declined.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{SPACE\_NAME}} | Replaced by the space name |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.Space.Wall.NewComment.Notification

Notification of a comment made to a wall post within a space.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{FROM\_FIRST\_NAME}} | Replaced by the first name of the user who commented on the wall post |
| {{FROM\_LAST\_NAME}} | Replaced by the last name of the user who commented on the wall post |
| {{FROM\_EMAIL\_ADDRESS}} | Replaced by the email address of the user who commented on the wall post |
| {{FROM\_USER\_NAME}} | Replaced by the username of the user who commented on the wall post |
| {{WALL\_COMMENT}} | Replaced by the comment text |
| {{WALL\_COMMENT\_URL}} | Replaced by wall comment URL |
| {{SPACE\_NAME}} | Replaced by the space name |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.Space.Wall.Post.Notification

Notification of a wall post made to a space.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{FROM\_FIRST\_NAME}} | Replaced by the first name of the user who posted on space wall |
| {{FROM\_LAST\_NAME}} | Replaced by the last name of the user who posted on space wall |
| {{FROM\_EMAIL\_ADDRESS}} | Replaced by the email address of the user who posted on space wall |
| {{FROM\_USER\_NAME}} | Replaced by the username of the user who posted on space wall |
| {{WALL\_POST\_BODY}} | Replaced by the wall post body |
| {{WALL\_POST\_SHAREDLINK\_URL}} | Replaced by the link included in the wall post, if any |
| {{WALL\_POST\_SHAREDLINK\_DESC}}  | Replaced by the meta description of the link included in the wall post, if any |
| {{WALL\_POST\_URL}} | Replaced by the wall post URL |
| {{SPACE\_NAME}} | Replaced by the space name |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.SpaceUser.AwatingActivation

Notification when a user requests to join the space, sent to space admins.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{FROM\_FIRST\_NAME}} | Replaced by the first name of the user who requested to join the space |
| {{FROM\_LAST\_NAME}} | Replaced by the last name of the user who requested to join the space |
| {{FROM\_EMAIL\_ADDRESS}} | Replaced by the email address of the user who requested to join the space |
| {{FROM\_USER\_NAME}} | Replaced by the username of the user who requested to join the space |
| {{SPACE\_USER\_APPROVE\_URL}} | Replaced by the Manage Space > People > Join Requests URL |
| {{SPACE\_NAME}} | Replaced by the space name |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.Store.Order(Deprecated)

Email sent out when a new order is placed and confirmed.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{ORDER\_NUMBER}} | Replaced by the order number |
| {{ORDER\_DETAIL}} | Replaced by the order detail |
| {{TOTAL\_AMOUNT}} | Replaced by the total amount |
| {{BILLING\_ADDRESS}} | Replaced by the billing address |
| {{SHIPPING\_ADDRESS}} | Replaced by the shipping address |
| {{MY\_ACCOUNTURL}} | Replaced by the URL |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.Subscribe.Forum.Notification

Notification that a new forum topic has been added. Sent to a user that has subscribed to a forum.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{FROM\_FIRST\_NAME}} | Replaced by the first name of the user who posted the discussion |
| {{FROM\_LAST\_NAME}} | Replaced by the last name of the user who posted the discussion |
| {{FROM\_EMAIL\_ADDRESS}} | Replaced by the email address of the user who posted the discussion |
| {{FROM\_USER\_NAME}} | Replaced by the username of the user who posted the discussion |
| {{FORUM\_NAME}} | Replaced by the name of the forum the discussion is in |
| {{THREAD\_SUBJECT}} | Replaced by the subject of the discussion |
| {{THREAD\_POST\_BODY}} | Replaced by the discussion or post body  |
| {{POST\_URL}} | Replaced by the discussion or post URL |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.Subscribe.Forum.Topic.Notification

Notification that a reply has been added to a forum topic.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{FROM\_FIRST\_NAME}} | Replaced by the first name of the user who posted the reply |
| {{FROM\_LAST\_NAME}} | Replaced by the last name of the user who posted the reply |
| {{FROM\_EMAIL\_ADDRESS}} | Replaced by the email address of the user who posted the reply |
| {{FROM\_USER\_NAME}} | Replaced by the username of the user who posted the reply |
| {{THREAD\_SUBJECT}} | Replaced by reply subject  |
| {{FORUM\_NAME}} | Replaced by the name of the forum the discussion is in |
| {{THREAD\_POST\_BODY}} | Replaced by the reply body |
| {{POST\_URL}} | Replaced by the discussion URL |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.Task.NewComment.Notification

Notification of a comment made to a task.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{FROM\_FIRST\_NAME}} | Replaced by the first name of the user who commented on the task |
| {{FROM\_LAST\_NAME}} | Replaced by the last name of the user who commented on the task |
| {{FROM\_EMAIL\_ADDRESS}} | Replaced by the email address of the user who commented on the task |
| {{FROM\_USER\_NAME}} | Replaced by the username of the user who commented on the task |
| {{TASKNAME}} | Replaced by the task name |
| {{COMMENT\_DATE}} | Replaced by the comment date |
| {{TASK\_URL}} | Replaced by the task URL |
| {{COMMENT\_TEXT}} | Replaced by the comment |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.TasksDue.Notification

Email notification of pending tasks of a user. Sent to all users who have pending upcoming tasks.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{COUNT\_UPCOMING}} | Replaced by the number of upcoming due tasks |
| {{TASKS\_UPCOMING\_URL}} | Replaced by the URL for My Apps and Tools > Tasks, filtered by upcoming |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.User.FriendRequest.Notification

Notification that you have received a connection request.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{FROM\_FIRST\_NAME}} | Replaced by the first name of the user who sent the connection request |
| {{FROM\_LAST\_NAME}} | Replaced by the last name of the user who sent the connection request |
| {{FROM\_EMAIL\_ADDRESS}} | Replaced by the email address of the user who sent the connection request |
| {{FROM\_USER\_NAME}} | Replaced by the username of the user who sent the connection request |
| {{MESSAGE\_TEXT}} | Replaced by message attached to the connection request |
| {{MYFRIENDS\_URL}} | Replaced by the URL where the connection request can be accepted or ignored |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.User.FriendRequestAccepted.Notification

Notification that your connection request has been accepted.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{FROM\_FIRST\_NAME}} | Replaced by the first name of the user who accepted the connection request |
| {{FROM\_LAST\_NAME}} | Replaced by the last name of the user who accepted the connection request |
| {{FROM\_EMAIL\_ADDRESS}} | Replaced by the email address of the user who accepted the connection request |
| {{FROM\_USER\_NAME}} | Replaced by the username of the user who accepted the connection request |
| {{MYFRIENDS\_URL}} | Replaced by the URL where you can view your connections |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.User.JobConfirmation.Notification (Deprecated)

This template is used when user successfully post the job.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{POSITION\_TITLE}} | Replaced by the Job Position Title |
| {{JOBID}} | Replaced by the Job ID |
| {{DATE\_SUBMITTED}} | Replaced by Job Date Submission |
| {{URL}} | Replaced by the Job URL |
| {{EMAIL\_SIGNATURE}} | Replaced by the email signature field value in Control Panel > System > General Settings > Email Signature |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.User.PendingUser.Notification

Notification for new pending user.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{URL}} | Replaced by the manage pending users URL |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.User.PrivateMessage.Notification

Notification of a private message.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{FROM\_FIRST\_NAME}} | Replaced by the first name of the user who sent the private message |
| {{FROM\_LAST\_NAME}} | Replaced by the last name of the user who sent the private message |
| {{FROM\_EMAIL\_ADDRESS}} | Replaced by the email address of the user who sent the private message |
| {{FROM\_USER\_NAME}} | Replaced by the username of the user who sent the private message |
| {{MESSAGE\_TEXT}} | Replaced by message body |
| {{INBOX\_URL}} | Replaced by the chat thread URL |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.User.ResetPassword

Email to reset the password of a user. This will contain the link via which user can reset their password.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{RESETPASSWORD\_URL}} | Replaced by the URL where you can reset your password |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.User.Verification

This is the email that a user is sent after they sign up. This email contains a hyperlink that the user must click on that will verify that their email address is legitimate.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{VERIFY\_USER\_URL}} | Replaced by the account activation URL which contains the encrypted username in query string |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.UserLimit.Notification

Email sent to admin when reaching the user limit for the license.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{USERS\_REMAINING\_COUNT}} | Replaced by the number of users left |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.Video.NewComment.Notification

Notification of a comment made on your video.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{FROM\_FIRST\_NAME}} | Replaced by the first name of the user who commented on the video |
| {{FROM\_LAST\_NAME}} | Replaced by the last name of the user who commented on the video |
| {{FROM\_EMAIL\_ADDRESS}} | Replaced by the email address of the user who commented on the video |
| {{FROM\_USER\_NAME}} | Replaced by the username of the user who commented on the video |
| {{Video\_Title}} | Replaced by the video title  |
| {{COMMENT\_TEXT}} | Replaced by the comment text |
| {{COMMENT\_URL}} | Replaced by the comment URL |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.Video.ProcessError.Notification

Notification that an error occurred for a video under process.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{TITLE}} | Replaced by the video title |
| {{URL}} | Replaced by the video URL |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.Video.Processed.Notification

Notification that your video has been processed.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{TITLE}} | Replaced by the video title |
| {{URL}} | Replaced by the video URL |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.Video.UnderProcess.Notification

Notification that your video is under process.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{TITLE}} | Replaced by the video title |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.VideoUser.TellAFriend

This template is used when a user shares a video via email.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FRIEND\_NAME}} | Replaced by the recipient’s name |
| {{FULL\_NAME}} | Replaced by the sender’s full name |
| {{MESSAGE}} | Replaced by the message |
| {{URL}} | Replaced by the video URL |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.Wall.NewComment.Notification

Notification of a comment made to a personal wall post.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{FROM\_FIRST\_NAME}} | Replaced by the first name of the user who commented on the wall post |
| {{FROM\_LAST\_NAME}} | Replaced by the last name of the user who commented on the wall post |
| {{FROM\_EMAIL\_ADDRESS}} | Replaced by the email address of the user who commented on the wall post |
| {{FROM\_USER\_NAME}} | Replaced by the username of the user who commented on the wall post |
| {{WALL\_COMMENT}} | Replaced by the comment text |
| {{WALL\_COMMENT\_URL}} | Replaced by wall comment URL |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.Wall.NewCommentReply.Notification

Notification when someone replies to a wall post on which you have added a comment.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{FROM\_FIRST\_NAME}} | Replaced by the first name of the user who commented on the wall post |
| {{FROM\_LAST\_NAME}} | Replaced by the last name of the user who commented on the wall post |
| {{FROM\_EMAIL\_ADDRESS}} | Replaced by the email address of the user who commented on the wall post |
| {{FROM\_USER\_NAME}} | Replaced by the username of the user who commented on the wall post |
| {{CREATOR\_FIRST\_NAME}} | Replaced by the first name of the user who created the wall post |
| {{CREATOR\_LAST\_NAME}} | Replaced by the last name of the user who created the wall post |
| {{WALL\_COMMENT}} | Replaced by the wall comment text |
| {{WALL\_COMMENT\_URL}} | Replaced by the wall comment URL |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.Wall.Post.Notification

Notification of a wall post made to a user’s wall.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{FROM\_FIRST\_NAME}} | Replaced by the first name of the user who posted on the user’s wall |
| {{FROM\_LAST\_NAME}} | Replaced by the last name of the user who posted on the user’s wall |
| {{FROM\_EMAIL\_ADDRESS}} | Replaced by the email address of the user who posted on the user’s wall |
| {{FROM\_USER\_NAME}} | Replaced by the username of the user who posted on the user’s wall |
| {{WALL\_POST\_BODY}} | Replaced by the wall post body |
| {{WALL\_POST\_SHAREDLINK\_URL}} | Replaced by the link included in the wall post, if any |
| {{WALL\_POST\_SHAREDLINK\_DESC}}  | Replaced by the meta description of the link included in the wall post, if any |
| {{WALL\_POST\_URL}} | Replaced by wall post URL |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.WeeklyDigestEmail

Template for content wrapping the weekly digest email content.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{ACTIVITY\_DIGEST\_DATE}} | Replaced by the date and time the email was sent |
| {{SPACES\_ACTIVITY\_DIGEST}} | Replaced by the digest content (System Properties > WeeklyDigestSpaceListTemplate, WeeklyDigestTypeListTemplate, and WeeklyDigestContentListTemplate) |
| {{WEEKLY\_DIGEST}} | Replaced by a plain text version of the digest content |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.Wiki.NewComment.Notification

Notification of a comment made to your wiki page.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{FROM\_FIRST\_NAME}} | Replaced by the first name of the user who commented on the wiki |
| {{FROM\_LAST\_NAME}} | Replaced by the last name of the user who commented on the wiki |
| {{FROM\_EMAIL\_ADDRESS}} | Replaced by the email address of the user who commented on the wiki |
| {{FROM\_USER\_NAME}} | Replaced by the username of the user who commented on the wiki |
| {{Wiki\_Title}} | Replaced by the wiki title |
| {{COMMENT\_TEXT}} | Replaced by the comment text |
| {{COMMENT\_URL}} | Replaced by the comment URL |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.WikiUser.TellAFriend

This template is used when a user shares a wiki via email.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FRIEND\_NAME}} | Replaced by the recipient’s name |
| {{FULL\_NAME}} | Replaced by the sender’s full name |
| {{MESSAGE}} | Replaced by the message |
| {{URL}} | Replaced by the wiki URL |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.WorkflowContent.AwatingActivation

Notification of pending workflow content.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{URL}} | Replaced by the Manage Space > Workflow Content URL |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Communifire.WorkflowContent.Declined

Notification of declined workflow content.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{ENTITY\_TITLE}} | Replaced by the content title |
| {{ENTITY\_TYPE}} | Replaced by the content entity type (e.g. blog, article, event, etc.) |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: IssueTracker.IssueCreated.Notification

Notification of a new case. Sent to the case creator, case recipients, and the assigned user or moderators. Sent when Control Panel > System > General Settings > Advanced Settings > Include full case text in the case tracker emails is unchecked.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{FROM\_FIRST\_NAME}} | Replaced by the first name of the user who created the case |
| {{FROM\_LAST\_NAME}} | Replaced by the last name of the user who created the case |
| {{FROM\_EMAIL\_ADDRESS}} | Replaced by the email address of the user who created the case |
| {{FROM\_USER\_NAME}} | Replaced by the username of the user who created the case |
| {{TICKET\_ID}} | Replaced by the case’s unique ID |
| {{TICKET\_SUBJECT}} | Replaced by the case subject |
| {{TICKET\_STATUS}} | Replaced by the case status |
| {{TICKET\_DATE}} | Replaced by the case creation date |
| {{TICKET\_URL}} | Replaced by the case URL |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: IssueTracker.IssueCreated.Notification.WithIssueBody

Notification of a new case. Sent to the case creator, case recipients, and the assigned user or moderators. Includes the case body. Sent when Control Panel > System > General Settings > Advanced Settings > Include full case text in the case tracker emails is checked.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{FROM\_FIRST\_NAME}} | Replaced by the first name of the user who created the case |
| {{FROM\_LAST\_NAME}} | Replaced by the last name of the user who created the case |
| {{FROM\_EMAIL\_ADDRESS}} | Replaced by the email address of the user who created the case |
| {{FROM\_USER\_NAME}} | Replaced by the username of the user who created the case |
| {{TICKET\_ID}} | Replaced by the case’s unique ID |
| {{TICKET\_SUBJECT}} | Replaced by the case subject |
| {{TICKET\_STATUS}} | Replaced by the case status |
| {{TICKET\_DATE}} | Replaced by the case creation date |
| {{TICKET\_BODY}} | Replaced by the case body |
| {{TICKET\_URL}} | Replaced by the case URL |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: IssueTracker.IssueUpdated.Notification

Notification of case update. Sent to all members that belong to an issue.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{FROM\_FIRST\_NAME}} | Replaced by the first name of the user who updated the case |
| {{FROM\_LAST\_NAME}} | Replaced by the last name of the user who updated the case |
| {{FROM\_EMAIL\_ADDRESS}} | Replaced by the email address of the user who updated the case |
| {{FROM\_USER\_NAME}} | Replaced by the username of the user who updated the case |
| {{TICKET\_ID}} | Replaced by the case’s unique ID |
| {{TICKET\_SUBJECT}} | Replaced by the case subject |
| {{TICKET\_STATUS}} | Replaced by the case status |
| {{TICKET\_DATE}} | Replaced by the case creation date |
| {{TICKET\_URL}} | Replaced by the case URL |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: IssueTracker.IssueUpdated.Notification.WithComment

Notification of case update. Sent to all members that belong to a case. Includes the comment.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{FROM\_FIRST\_NAME}} | Replaced by the first name of the user who commented on the case |
| {{FROM\_LAST\_NAME}} | Replaced by the last name of the user who commented on the case |
| {{FROM\_EMAIL\_ADDRESS}} | Replaced by the email address of the user who commented on the case |
| {{FROM\_USER\_NAME}} | Replaced by the username of the user who commented on the case |
| {{TICKET\_ID}} | Replaced by the case’s unique ID |
| {{TICKET\_SUBJECT}} | Replaced by the case subject |
| {{TICKET\_STATUS}} | Replaced by the case status |
| {{TICKET\_DATE}} | Replaced by the case creation date |
| {{COMMENT\_TEXT}} | Replaced by the case comment |
| {{TICKET\_URL}} | Replaced by the case URL |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Join Communifire to increase your and network and communication

This template can be used to encourage people to use Communifire.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |

Template name: Task.Assigned.Notification

Notification that a task has been assigned to a user.

|  |  |
| --- | --- |
| **Mnemonic** | **Description** |
| {{FIRST\_NAME}} | Replaced by the recipient’s first name |
| {{LAST\_NAME}} | Replaced by the recipient’s last name |
| {{USER\_NAME}} | Replaced by the recipient’s username |
| {{EMAIL\_ADDRESS}} | Replaced by the recipient’s email address |
| {{FROM\_FIRST\_NAME}} | Replaced by the first name of the user who created the task |
| {{FROM\_LAST\_NAME}} | Replaced by the last name of the user who created the task |
| {{FROM\_EMAIL\_ADDRESS}} | Replaced by the email address of the user who created the task |
| {{FROM\_USER\_NAME}} | Replaced by the username of the user who created the task |
| {{TICKET\_SUBJECT}} | Replaced by the task name |
| {{TICKET\_STATUS}} | Replaced by the task status |
| {{TICKET\_DATE}}  | Replaced by the task creation date |
| {{TICKET\_BODY}} | Replaced by the task description |
| {{TICKET\_URL}} | Replaced by the task URL |
| {{COMMUNITY\_NAME}} | Replaced by the community name (Control Panel > System > General Settings > Community name) |
| {{APPLICATION\_URL}} | Replaced by the site URL (Control Panel > System > General Settings > Advanced Settings > Domain name) |