

# New User Engagement Email

Version 8

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The new user engagement email is sent to new users who haven't engaged on your intranet after a certain number of days. The new user engagement email helps you automate engagement reminders to your new users.



To enable the new user engagement email, go to [Control Panel](#) > [System](#) > [System Properties](#) and set the following properties:

- **EnabledNewUserEngagementEmail:** Set to `true`
- **NewUserEngagementEmailDays:** Set to the number of days of inactivity the email should be sent after (e.g. 3 )
- **NewUserEngagementEmailIncludeWalls:** Set to `true` if you want wall posts to be considered as user engagement. If this is true, users who have only posted or commented on wall posts will not be considered inactive.

## Customize the New User Engagement Email

To customize the new user engagement email, go to [Control Panel](#) > [System](#) > [Email Templates](#). Search for `Communifire.NewUser.Engagement.Email` and edit the email template.

## Related

[Disable or Enable Email Template](#)

Need to declutter your inbox? Disable an email template to turn that email notification off for everyone in your intranet.

### Inactive User Email

The inactive user email is sent to users who haven't engaged on your intranet after a certain number of weeks. The inactive user email automates engagement reminders to your intranet users.

tags : member, site-administrator