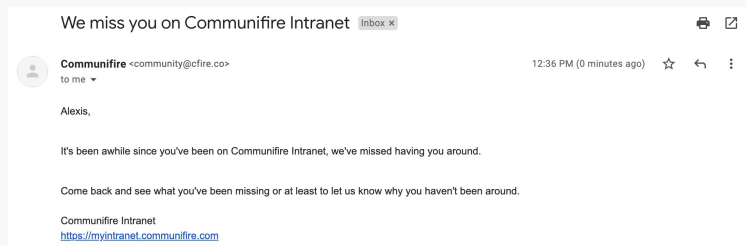


Inactive User Email

Version 15

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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.



How to Enable the Inactive User Email

1. Go to **Control Panel > System > System Properties**.
2. Set the following properties:
 - `EnableInactiveUserEmails`: Set to `true`.
 - `InactiveUserEmailFromUserID`: Set to the ID of the email server the inactive user email should be sent from. You'll most likely want to set this to `0` to use the site's email server.
 - `InactiveUserEmailIncludeMissedContent`: If you want recent content to be included in the email, set this to `true`. If you set this to `true`, also update the email template. See the section below.
 - `InactiveUserEmailWeeks`: Set to the number of weeks of inactivity the email should be sent after. (e.g. `2`)
 - `WeeklyDigestPopularCount`: If `InactiveUserEmailIncludeMissedContent` is `true`, set this to a non-zero value. (e.g. `4`)

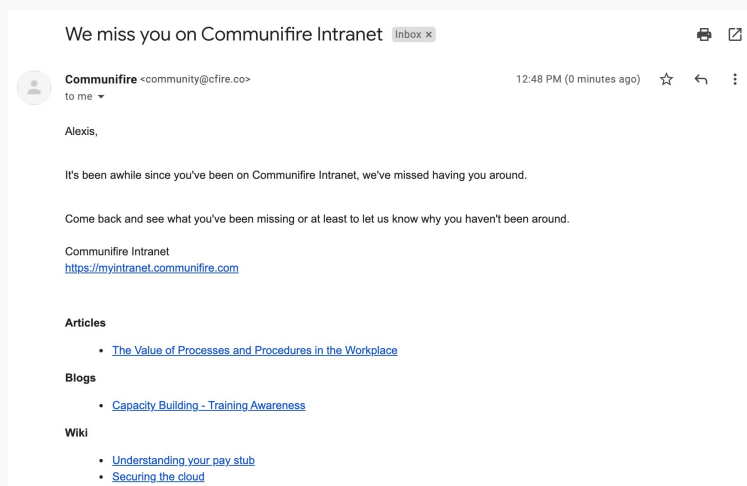
How to Customize the Inactive User Email

To customize the inactive user email, go to **Control Panel > System > Email Templates**. Search for **Communifire.Inactive.User.Email** and edit the email template. You can change the wording and layout of the email.

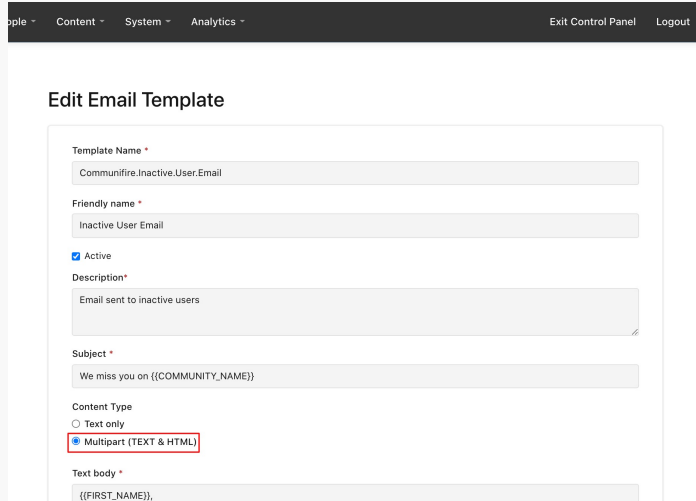
Note: Do not change the template name.

How to Include Recent Content in the Inactive User Email

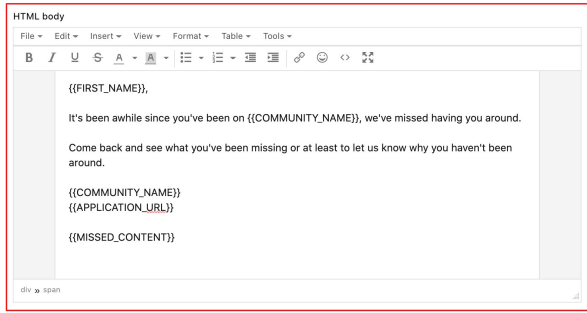
You can include a list of recent content in the inactive user email to let people know what's been going on in the intranet.



1. Go to **Control Panel > System > Email Templates**.
2. Edit the **Communifire.Inactive.User.Email** email template.
3. Select **Multipart (TEXT & HTML)** as the **Content Type**.
4. Copy the text body and paste it in the **HTML body**. Or enter a new email body in **HTML body**.
5. Add `{{MISSED_CONTENT}}` to the bottom of the **HTML body**. This mnemonic will be replaced with a list of recent content when the inactive email is sent.

A screenshot of the "Edit Email Template" form in the Control Panel. The form has a dark header with "Exit Control Panel" and "Logout" links. The form fields are: "Template Name" (Communifire.Inactive.User.Email), "Friendly name" (Inactive User Email), "Active" (checked), "Description" (Email sent to inactive users), "Subject" (We miss you on {{{COMMUNITY_NAME}}}), "Content Type" (Multipart (TEXT & HTML) selected), and "Text body" ({{{FIRST_NAME}}}).

It's been awhile since you've been on {{COMMUNITY_NAME}}, we've missed having you around.
Come back and see what you've been missing or at least to let us know why you haven't been around.
{{COMMUNITY_NAME}}
{{APPLICATION_URL}}



6. Click **Update**.

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.

tags : member, site-administrator