

## Tech Tip Tuesday—November 12, 2013

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“Please open the PDF attachment to view and print your Confirmation”

Unless you have changed it, that might very well be the text of the email message that you are sending to your clients along with the confirmations. Kinda boring, no?

This is easy to change...and, mostly for historical reasons, the change isn't in Maintenance where you might expect, but rather, it's in Reservations.

Simply click on **Options...Default Display...** and then select the **Email Option** tab. Select the form you want to edit, and begin editing! Notice that you can use html tags (such as <br>) to control the formatting. (Search the web for basic html format tags, since that's beyond the scope of this tip...but it's not hard to add some basic formatting and paragraph breaks).

Some additional tips: make sure you click the Set button at the bottom (to save), and remember that these settings are global, even though they are set in Reservations. Finally, we strongly suggest that you do this during a non-peak time, and send yourself a confirmation (or whatever you are modifying the text for), just so you can see what it looks like. Remember that your clients get email in different ways (Outlook, web browser client, phone, etc) so try to view it on several different platforms.

