

Interactions tab - Emails - Templates


Last Modified on 03/24/2025 4:44 pm IST

 This article is designated for all users.
















About

On the Templates tab (shown below), you may:

- Customize the automated system emails, including "Invite", "Registration complete", "Login email" (in case you are using login link and not user/password), "Notify speaker of session assignment", "Notify moderator of session assignment", "Notify speaker of schedule change", and "Notify moderator of schedule change".
- Search for, create (with AI if you wish!), edit, send and schedule custom emails for attendees, speakers, and moderators. Custom emails may include event/session reminders, schedule changes, post event surveys, and more.

← All events
Event site  Patrick Lorimer ▾

Virtually Live!

-  Overview
-  Main details
-  Branding
-  Event site editor
-  Registration
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-  People ▸
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Emails


Templates Scheduled Sent

Automated system emails

Invite

● On


Customize the invitation email attendees will receive.



Registration complete

● On


Customize the "registration complete" email attendees will receive.



Login email

● On


Customize the login email attendees will receive.



Notify speaker of session assignment

● On


Customize the confirmation email sent to assigned speakers



Notify moderator of session assignment

● On


Customize the confirmation email sent to assigned moderators



Notify speaker of schedule change

● On

Customize the schedule change notification email sent to speakers





[Show more](#)

Custom templates

[+ Create with AI](#) [+ Create new](#)



Notify your audience

Let your registrants know that the event (or a session) begins, or communicate schedule changes.

[Send new](#)  



Get feedback

Invite attendees to participate in a feedback survey and gather valuable insights.

[Send new](#)  



Spread the word

Encourage attendees to share the event content and remind them that it's available on-demand.

[Send new](#)  



Promote content

Engage registrants with blog posts, articles and other resources to spark their curiosity.

[Send new](#)  



Upcoming events

Invite attendees to review and register featured events.

[Send new](#)  

Send a reminder

Remind your registrants that the event is coming soon and invite them to explore the site.

[Send new](#)  



Please note - If your event is based on a custom event template, all branding contained in that template is used in your automated system emails and custom templates.

Automated system emails and custom email templates - What's the difference?

Kaltura provides seven **automated system emails** that are sent to users and stakeholders based on system triggers.

- **Invite** - Attendees, speakers, and moderators will receive this email upon being invited to the event.
- **Registration complete** - Attendees will receive this email upon completing the registration.
- **Login email** - Attendees will receive this email upon trying to log in to the event site.
- **Notify speaker of session assignment** - Speakers will receive this email upon being assigned to a session.
- **Notify moderator of session assignment** - Moderators will receive this email upon being assigned to a session.
- **Notify speaker of schedule change** - Speakers will receive this email when a change has been made to the schedule.
- **Notify moderator of schedule change** - Moderators will receive this email when a change has been made to the schedule.

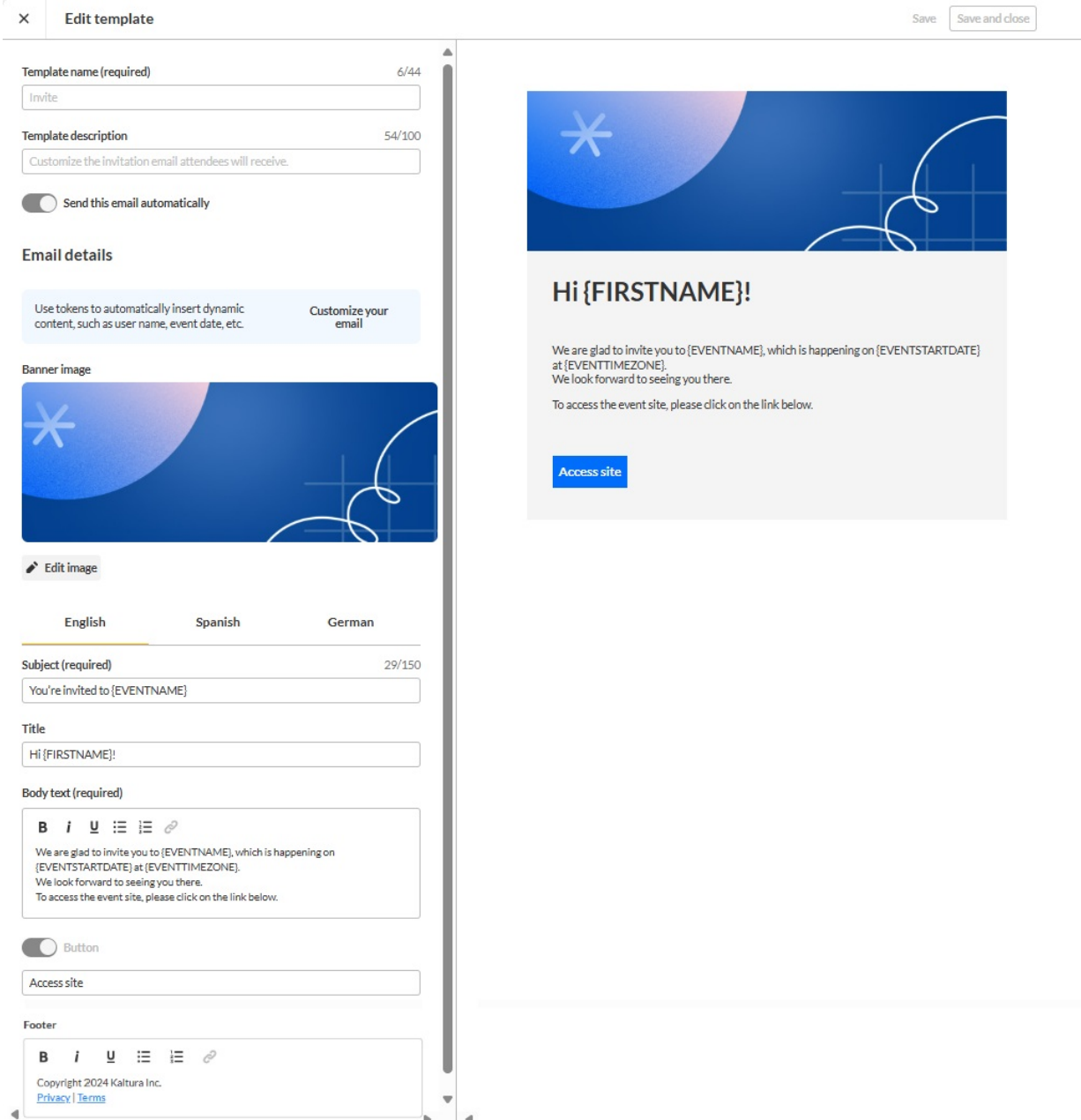
On our preset event templates, Kaltura also provides six **custom email templates** that event organizers can use to build custom emails for prospects, registrants, and attendees. You can edit and use them as basis for your email or create new ones.

- **Notify your audience** - Attract registrants to join the event after it has started.
- **Get feedback** - Ask participants for feedback with an external form.
- **Spread the word** - Invite attendees to share content, make it clear that the recordings are available and that the site is open for registration.
- **Promote content** - Provide extra content regarding the event's subject with a spotlight on the company blog posts, products, etc.
- **Upcoming events** - Showcase the company's upcoming events.
- **Send a reminder** - Raise awareness to the site, call registrants to check the speakers and agenda, wander around and watch some VODs.

Customize the Invite email (an automated system email)

The "Invite" email is the email that attendees, speakers, and moderators will receive upon being invited to the event.

1. On the Templates tab, under Automated system emails, click **Edit** (the pencil icon) in the Invite box. The Edit template page displays.



2. Edit the appropriate fields.

The editable fields in this Edit template page are as follows. A preview of the Invite email is displayed on the right of your screen and updates in real time as you make your changes. You may click **Customize your email** in the Email details section to see a list of customization tokens that you may copy and paste into fields to customize your email template.

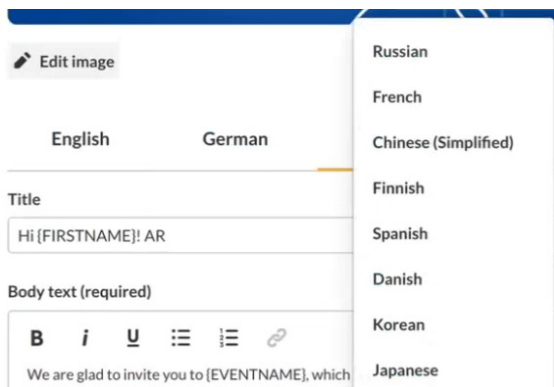
- o Banner image - If you wish to upload an image, click **Upload image** and choose

the desired file. Recommended size is 1920x1080 px. You may click **Edit image** to choose a different one.

- You may wish to edit your multi-lingual invite emails. Select the desired language tab to edit the multi-lingual content for your invitations. If more than three languages are available on your account, click the ellipses to see the full list of relevant languages.



Choose a language from the drop-down list. That language will be placed in the second position, right after the main language set on your account. In our example below, the main language is English. When the user chooses a language from the drop-down list, the language chosen will be placed between English and German.



Looking for more information about this feature? Feel free to contact your Kaltura representative.

- Subject (required) - Type a subject for your email.
- Title - Type a title for your email.
- Body text (required) - Type the message for the body of the email. Some tips are provided for creating a powerful email.

You may also use AI to modify the body text. Simply click the **Enhance withAI** button and additional options display. Clicking on any of the options modifies the email accordingly.

- Add changes - Produces a different version with your specified changes.
- Rewrite - Produces a different version of the same content.
- Shorter - Creates a shorter version of the same content.
- Longer - Creates a longer version of the same content.
- More formal - Edits current content to a more formal writing style.

- More casual - Edits the current content to a more casual writing style.



Looking for more information about this feature? Feel free to contact your Kaltura representative.

- Call to Action Button text - Type the text that will display on the Call to Action (CTA) button in the email.
 - Footer - Type the text that will display on the email footer.
3. Once you are finished editing the Invite email, click **Save** to save and remain on the page or **Save and Close** to save and exit the page. A notification that the email template was updated successfully is displayed.



Note that you cannot edit the Template name or the Template description. These fields have been set in advance by Kaltura. You also may not disable this email from being sent automatically, nor may you disable the CTA button.

Following is an example of an "Invite" email for an event configured with email and password.



Hi Jane!

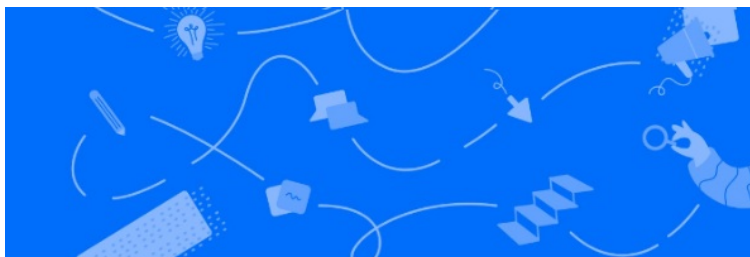
We are glad to invite you to Quarterly Sales Event, which is happening on October 13th 2023, 10:00 am at America/New_York. We look forward to seeing you there.

To get you set up, please click on the link below to create your password.

[Set me up](#)

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Following is an example of an "Invite" email for an event configured with a login link.



Hi Jane!

We are glad to invite you to Marketing Kick-off 2023, which is happening on August 14th 2023, 9:00 am at America/New_York. We look forward to seeing you there.

To access the event site, please click on the link below.

[Access site](#)

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Customize the Registration complete email (an automated system email)

The "Registration complete" email is the email that attendees will receive upon completing the registration.

1. On the Templates tab, under Automated system emails, click **Edit** (the pencil icon) in the Registration complete box. The Edit template page displays.

✕ Edit template
Save

Template name (required) 21/44


Template description 67/100

Send this email automatically

Email details

Use tokens to automatically insert dynamic content, such as user name, event date, etc.
Customize your email

Banner image



English
Spanish
German

Subject (required) 34/150

Title

Body text (required)

B ***i*** **u** **☰** **☰** [🔗](#)

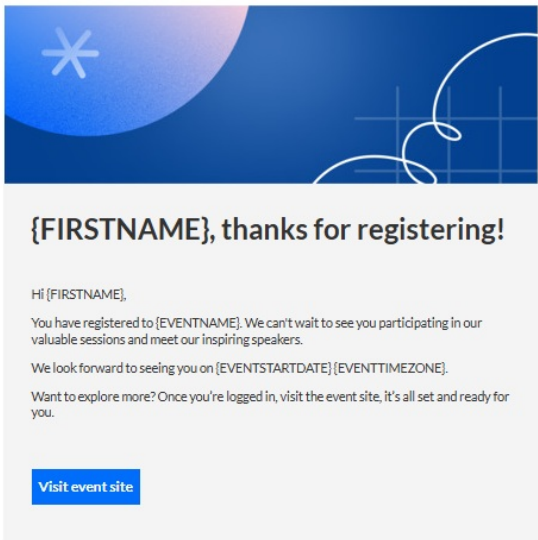
Hi {FIRSTNAME},
 You have registered to {EVENTNAME}. We can't wait to see you participating in our valuable sessions and meet our inspiring speakers.
 We look forward to seeing you on {EVENTSTARTDATE} {EVENTTIMEZONE}.
 Want to explore more? Once you're logged in, visit the event site, it's all set and ready for you.

Button

Footer

B ***i*** **u** **☰** **☰** [🔗](#)

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2. Edit the appropriate fields.

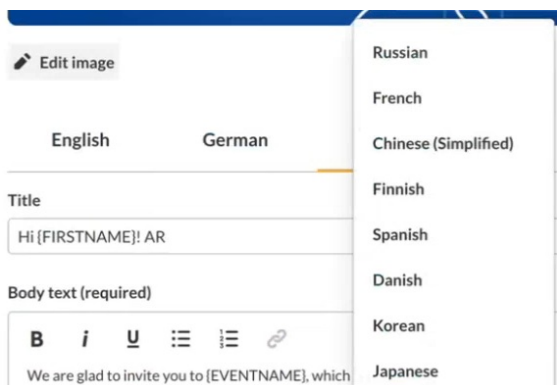
The editable fields this Edit template page are as follows. A preview of the Registration Complete email is displayed on the right of your screen and updates in real time as you make your changes. You may click **Customize your email** in the Email details section to see a list of customization tokens that you may copy and paste into fields to customize your email template.

- Banner image - If you wish to upload an image, click **Upload image** and choose the desired file. Recommended size is 1920x1080 px. You may click **Edit image** to choose a different one.
- You may wish to edit your multi-lingual invite emails. Select the desired language tab to edit the multi-lingual content for your invitations. If more than three

languages are available on your account, click the ellipses to see the full list of relevant languages.




Choose a language from the drop-down list. That language will be placed in the second position, right after the main language set on your account. In our example below, the main language is English. When the user chooses a language from the drop-down list, the language chosen will be placed between English and German.



- Subject (required) - Type a subject for your email.
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- Body text (required) - Type the message for the body of the email. Some tips are provided for creating a powerful email.

You may also use AI to modify the body text. Simply click the **Enhance with AI** button and additional options display. Clicking on any of the options modify the email accordingly.

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- Rewrite - Produces a different version of the same content.
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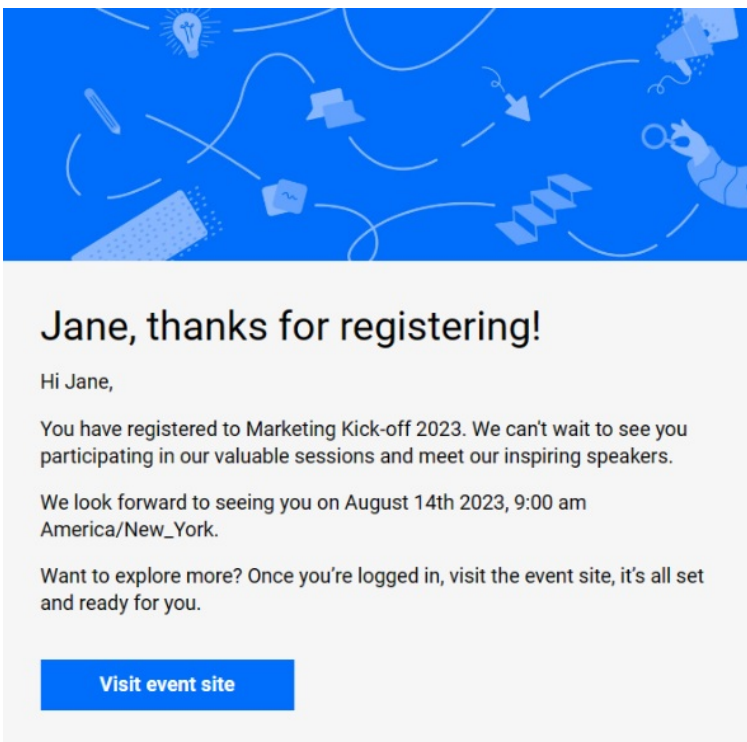
- CTA Button text - Type the text that will display on the Call to Action (CTA) button in the email.
- Footer - Type the text that will display on the email footer.

3. Once you are finished editing the Registration Complete email, click **Save** to save and remain on the page or **Save and Close** to save and exit the page. A notification that the email template was updated successfully is displayed.



Note that you cannot edit the Template name or the Template description. These fields have been set in advance by Kaltura. You also may not disable this email from being sent automatically, nor may you disable the CTA button.

Following is an example of a "Registration complete" email.

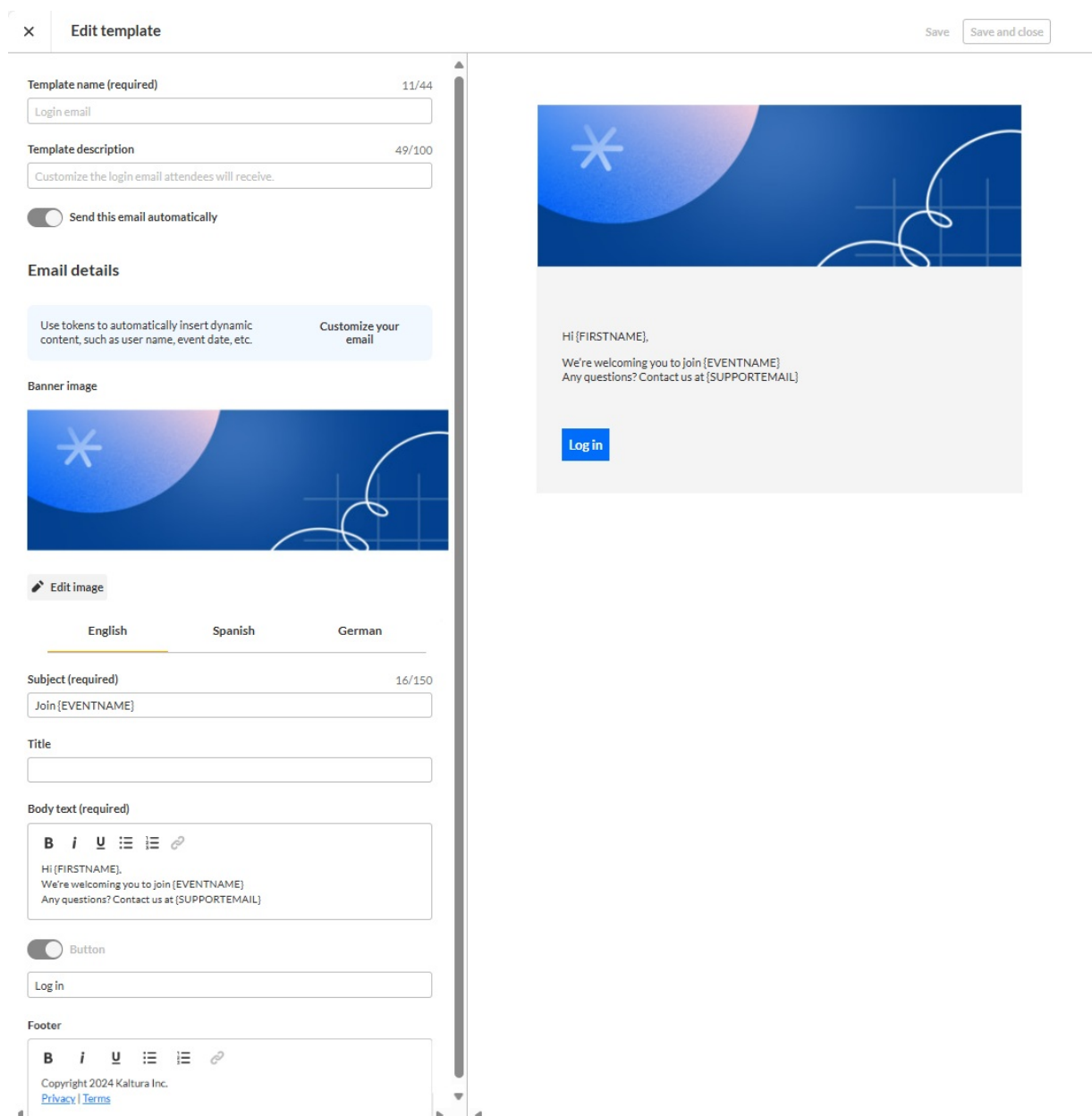


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Customize the Login email (an automated system email)

The "Login" email is the email that attendees will receive when trying to log in to the event site. To learn more about your event site, see [Getting to know your event site, session page, and lobby page](#).

1. On the Templates tab, under Automated system emails, click **Edit** (the pencil icon) in the Login email box. The Edit template page displays.



2. Edit the appropriate fields.

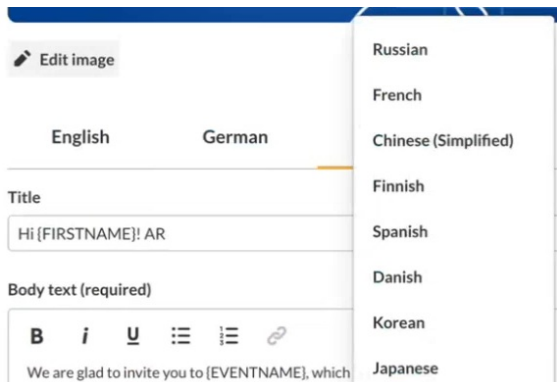
The editable fields in this Edit template page are as follows. A preview of the Login email is displayed on the right of your screen and updates in real time as you make your changes. You may click **Customize your email** in the Email details section to see a list of customization tokens that you may copy and paste into fields to customize your email template.

- Banner image - If you wish to upload an image, click **Upload image** and choose the desired file. Recommended size is 1920x1080 px. You may click **Edit image** to choose a different one.
- You may wish to edit your multi-lingual invite emails. Select the desired language tab to edit the multi-lingual content for your invitations. If more than three languages are available on your account, click the ellipses to see the full list of

relevant languages.




Choose a language from the drop-down list. That language will be placed in the second position, right after the main language set on your account. In our example below, the main language is English. When the user chooses a language from the drop-down list, the language chosen will be placed between English and German.



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- Title - Type a title for your email.
- Body text (required) - Type the message for the body of the email. Some tips are provided for creating a powerful email.

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- More casual - Edits the current content to a more casual writing style.

 Looking for more information about this feature? Feel free to contact your Kaltura representative.

- CTA Button text - Type the text that will display on the Call to Action (CTA) button in the email.
- Footer - Type the text that will display on the email footer.

3. Once you are finished editing the Login email, click **Save** to save and remain on the

page or **Save and Close** to save and exit the page. A notification that the email template was updated successfully is displayed.



Note that you cannot edit the Template name or the Template description. These fields have been set in advance by Kaltura. You also may not disable this email from being sent automatically, nor may you disable the CTA button.

Customize the Notify speaker of session assignment email (an automated system email)

The "Notify speaker of session assignment" email is the email that speakers will receive upon being assigned to a session.

1. On the Templates tab, under Automated system emails, click **Edit** (the pencil icon) in the Notify speaker of session assignment box. The Edit template page displays.

✕ Edit template
Save Save and close

Template name (required) 15/44

Template description 15/100


Send this email automatically

Email details

Use tokens to automatically insert dynamic content, such as user name, event date, etc. [Customize your email](#)

Subject (required)

Banner image



[Edit image](#)

Title

Body text (required) +* Enhance with AI

B ***i*** **U** **☰** **☰** **A** **🔗**

Hi {first name}

Welcome to the event- {event name}. This is an automated notification to let you know you've been added to session {session name} as a speaker.

The session occurs at:
{date and time + timezone}.

Please click this link to add this session to your calendar.

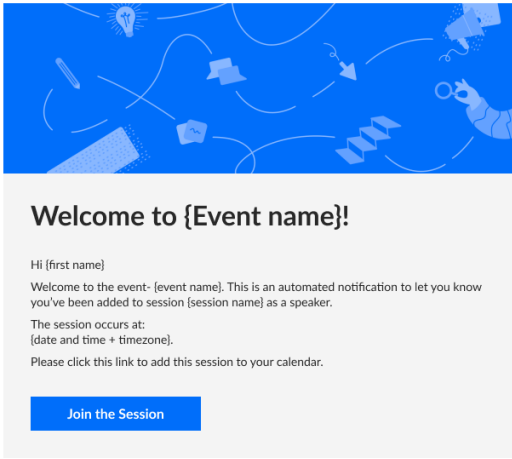
Button

Footer

B ***i*** **U** **☰** **☰** **A** **🔗**

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[TITLE | TITLE | TITLE](#)



Welcome to {Event name}!

Hi {first name}

Welcome to the event- {event name}. This is an automated notification to let you know you've been added to session {session name} as a speaker.

The session occurs at:
{date and time + timezone}.

Please click this link to add this session to your calendar.

Join the Session

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2. Edit the appropriate fields.

The editable fields in this Edit template page are as follows. A preview of the Notify speaker of session assignment email is displayed on the right of your screen and updates in real time as you make your changes. You may click **Customize your email** in the Email details section to see a list of customization tokens that you may copy and paste into fields to customize your email template.

- Send this email automatically -
 - Enable switch to send this email automatically. When enabled, "On" displays on the template card. (This is the default setting.)
 - Disable switch to stop sending this email automatically. When disabled, "Off" displays on the template card.
- Subject (required) - Type a subject for your email.

- Banner image - If you wish to upload an image, click **Upload image** and choose the desired file. Recommended size is 1920x1080 px. You may click **Edit image** to choose a different one.
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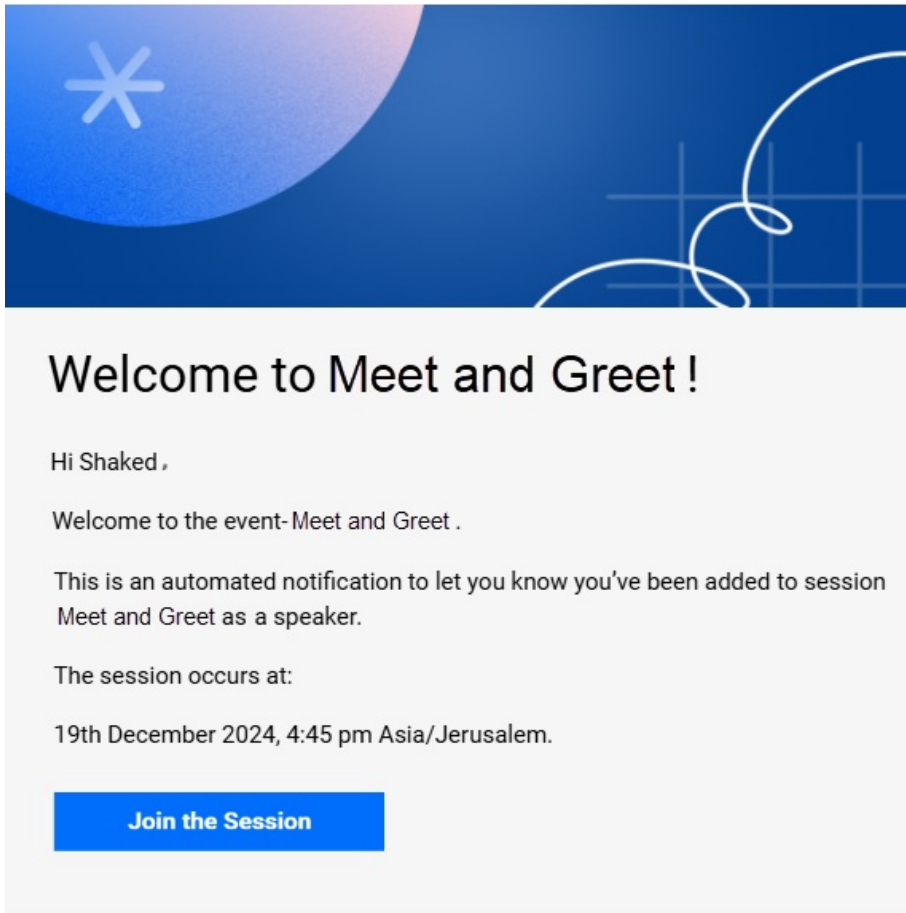
Looking for more information about this feature? Feel free to contact your Kaltura representative.

- Button text - Type the text that will display on the Call to Action (CTA) button that will redirect them to the session itself.
 - Footer - Type the text that will display on the email footer.
3. Once you are finished editing the Notify speaker of session assignment email, click **Save** to save and remain on the page or **Save and Close** to save and exit the page. A notification that the email template was updated successfully is displayed.



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Following is an example of a "Notify speaker of session assignment" email.



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A calendar invitation is sent 30 minutes before the session, allowing the speaker to add this event to their calendar.

Customize the Notify moderator of session assignment email (an automated system email)

The "Notify moderator of session assignment" email is the email that moderators will receive upon being assigned to a session.

1. On the Templates tab, under Automated system emails, click **Edit** (the pencil icon) in the Notify moderator of session assignment box. The Edit template page displays.

✕ Edit template
Save Save and close

Template name (required) 27/44

Template description 58/100


Send this email automatically

Email details

Use tokens to automatically insert dynamic content, such as user name, event date, etc. [Customize your email](#)

Subject (required)

Banner image



[Edit image](#)

Title

Body text (required) + Enhance with AI

B ***i*** **U** **☰** **☰** **A** **🔗**

Hi {first name}

Welcome to the event- {event name}. This is an automated notification to let you know you've been added to session {session name} as a speaker.

The session occurs at:
{date and time + timezone}.

Please click this link to add this session to your calendar.

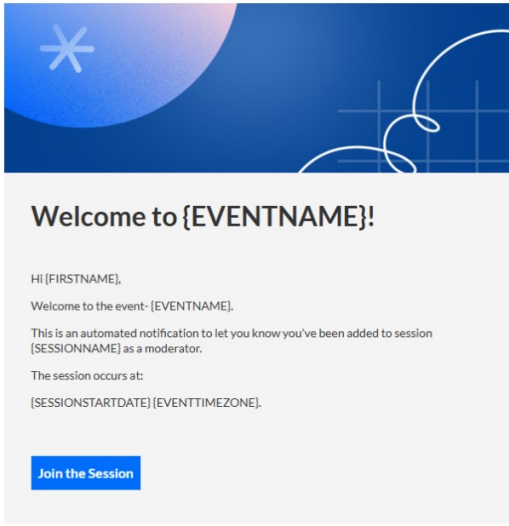
Button

Footer

B ***i*** **U** **☰** **☰** **A** **🔗**

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[TITLE | TITLE | TITLE](#)



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2. Edit the appropriate fields.

The editable fields in this Edit template page are as follows. A preview of the Notify moderator of session assignment email is displayed on the right of your screen and updates in real time as you make your changes. You may click **Customize your email** in the Email details section to see a list of customization tokens that you may copy and paste into fields to customize your email template.

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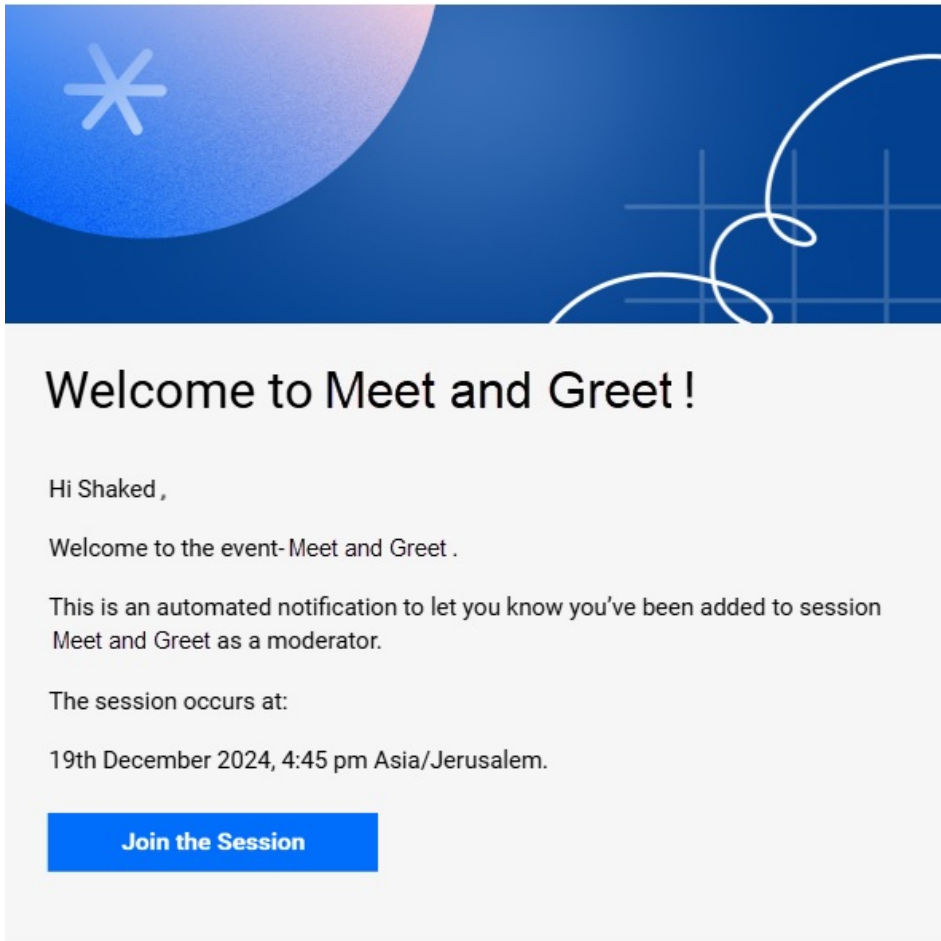
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Following is an example of a "Notify moderator of session assignment" email.



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A calendar invitation is sent 30 minutes before the session, allowing the moderator to add this event to their calendar.

Customize the Notify speaker of schedule change email (an automated system email)

The "Notify speaker of schedule change" email is the email that speakers will receive when a change has been made to the schedule.

1. On the Templates tab, under Automated system emails, click **Edit** (the pencil icon) in the Notify speaker of schedule change box. The Edit template page displays.

× Edit template
Save Save and close

Template name (required) 32/44


Template description 65/100

Send this email automatically

Email details

Use tokens to automatically insert dynamic content, such as user name, event date, etc. [Customize your email](#)

Subject (required) 31/150



[Edit image](#)

Title

Body text (required) + Enhance with AI

B ***i*** **u** **☰** **☰** [🔗](#)


Hi {FIRSTNAME} {LASTNAME},
 The information for "{EVENTNAME}" - {SESSIONNAME} has been updated.
 The session occurs at:
 {EVENTSTARTDATE} {EVENTTIMEZONE}.

Button

Footer

B ***i*** **u** **☰** **☰** **A** [🔗](#)

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[TITLE](#) | [TITLE](#) | [TITLE](#)



Please Note: {SESSIONNAME} Schedule Change

Hi {FIRSTNAME} {LASTNAME},

The information for "{EVENTNAME}" - {SESSIONNAME} has been updated.

The session occurs at:
{EVENTSTARTDATE} {EVENTTIMEZONE}.

Join the Session

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2. Edit the appropriate fields.

The editable fields in this Edit template page are as follows. A preview of the Notify speaker of schedule change email is displayed on the right of your screen and updates in real time as you make your changes. You may click **Customize your email** in the Email details section to see a list of customization tokens that you may copy and paste into fields to customize your email template.

- Send this email automatically -
 - Enable switch to send this email automatically. When enabled, "On" displays on the template card. (This is the default setting.)
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- Button text - Type the text that will display on the Call to Action (CTA) button that will redirect them to the session itself.
 - Footer - Type the text that will display on the email footer.
3. Once you are finished editing the Notify speaker of schedule change email, click **Save** to save and remain on the page or **Save and Close** to save and exit the page. A notification that the email template was updated successfully is displayed.



Note that you cannot edit Template name or Template description. These fields have been set in advance by Kaltura.

Following is an example of a "Notify speaker of schedule change" email.



Please Note: Meet and Greet Schedule Change

Hi Shaked ,

The information for Meet and Greet has been updated.

The session occurs at:

19th December 2024, 5:55 pm Asia/Jerusalem.

[Join the Session](#)

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A calendar invitation is sent 30 minutes before the session, allowing the speaker to add this event to their calendar.

Customize the Notify moderator of schedule change email (an automated system email)

The "Notify moderator of schedule change" email is the email that moderators will receive when a change has been made to the schedule.

1. On the Templates tab, under Automated system emails, click **Edit** (the pencil icon) in the Notify moderator of schedule change box. The Edit template page displays.

× Edit template
Save

Template name (required) 35/44


Template description 67/100

Send this email automatically

Email details

Use tokens to automatically insert dynamic content, such as user name, event date, etc. [Customize your email](#)

Subject (required) 31/150



Title

Body text (required) + Enhance with AI

B ***i*** **U** **☰** **☰** **☰**

Hi {FIRSTNAME} {LASTNAME},
 The information for "{EVENTNAME}" - {SESSIONNAME} has been updated.
 The session occurs at:
 {EVENTSTARTDATE} {EVENTTIMEZONE}.

Button

Footer

B ***i*** **U** **☰** **☰** **☰** **A** **☰**

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[TITLE](#) | [TITLE](#) | [TITLE](#)



Please Note: {SESSIONNAME} Schedule Change

Hi {FIRSTNAME} {LASTNAME},
 The information for "{EVENTNAME}" - {SESSIONNAME} has been updated.
 The session occurs at:
 {EVENTSTARTDATE} {EVENTTIMEZONE}.

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2. Edit the appropriate fields.

The editable fields in this Edit template page are as follows. A preview of the Notify moderator of schedule change email is displayed on the right of your screen and updates in real time as you make your changes. You may click **Customize your email** in the Email details section to see a list of customization tokens that you may copy and paste into fields to customize your email template.

- Send this email automatically -
 - Enable switch to send this email automatically. When enabled, "On" displays on the template card. (This is the default setting.)
 - Disable switch to stop sending this email automatically. When disabled, "Off" displays on the template card.
- Subject (required) - Type a subject for your email.

- Banner image - If you wish to upload an image, click **Upload image** and choose the desired file. Recommended size is 1920x1080 px. You may click **Edit image** to choose a different one.
- Title - Type a title for your email.
- Body text (required) - Type the message for the body of the email. Some tips are provided for creating a powerful email.

You may also use AI to modify the body text. Simply click the **Enhance withAI** button and additional options display. Clicking on any of the options modify the email accordingly.

- Add changes - Produces a different version with your specified changes.
- Rewrite - Produces a different version of the same content.
- Shorter - Creates a shorter version of the same content.
- Longer - Creates a longer version of the same content.
- More formal - Edits current content to a more formal writing style.
- More casual - Edits the current content to a more casual writing style.




Looking for more information about this feature? Feel free to contact your Kaltura representative.

- Button text - Type the text that will display on the Call to Action (CTA) button that will redirect them to the session itself.
 - Footer - Type the text that will display on the email footer.
3. Once you are finished editing the Notify moderator of schedule change email, click **Save** to save and remain on the page or **Save and Close** to save and exit the page. A notification that the email template was updated successfully is displayed.



Note that you cannot edit Template name or Template description. These fields have been set in advance by Kaltura.

Following is an example of a "Notify moderator of schedule change" email.



Please Note: Meet and Greet Schedule Change

Hi Shaked ,

The information for Meet and Greet has been updated.

The session occurs at:

19th December 2024, 5:55 pm Asia/Jerusalem.

[Join the Session](#)

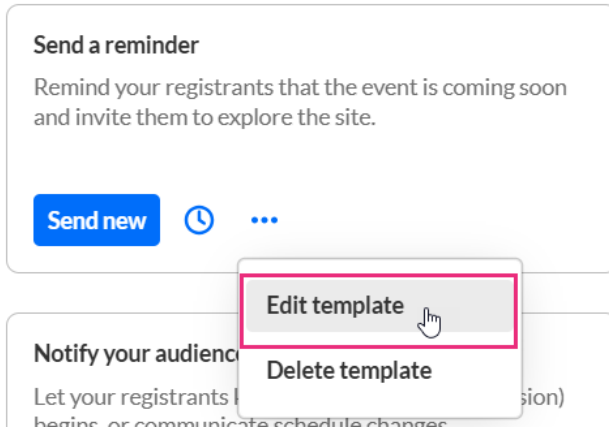
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A calendar invitation is sent 30 minutes before the session, allowing the moderator to add this event to their calendar.

Edit a custom email template

1. On the Templates tab, under Custom templates, choose Edit template from the three-button menu located in the desired custom email box to edit the custom template before sending.



The Edit Template page displays. In the example below, we have chosen to edit the **Send a reminder** template.

✕ Edit template
Save

Template name (required) 8/44

Template description 80/100

Email details

Use tokens to automatically insert dynamic content such as user name, event date, etc. [Customize your email](#)

Subject (required) 40/150

Banner image

Recommended size: 1200x400 px

[Upload image](#)

Title

Body text (required) + Enhance with AI

B ***i*** **U** **☰** **☰** **☰** **☰**

Dear [FIRSTNAME] [LASTNAME],

We're thrilled to invite you to the upcoming [EVENTNAME], taking place on [EVENTSTARTDATE] [EVENTTIMEZONE]. Get ready for an unforgettable journey through the best moments from the iconic first season of Seinfeld!

During this virtual event, we'll explore memorable episodes, classic scenes, and beloved quotes that made Seinfeld a cultural phenomenon. Join fellow fans as we share laughs and engage in lively discussions about the genius of Jerry, George, Elaine, and Kramer. And as a special treat, Eli Copter, the leading expert in the field, will be joining us for a surprise talk you won't want to miss!

Don't miss out on this nostalgic celebration of the beginnings of Seinfeld. We can't wait to see you there!

Button

Footer

B ***i*** **U** **☰** **☰** **A** **☰**

Add footer content

Upload image

Recommended size: 1200x400 px

Join us for the {EVENTNAME}

Dear {FIRSTNAME} {LASTNAME},

We're thrilled to invite you to the upcoming {EVENTNAME}, taking place on {EVENTSTARTDATE} {EVENTTIMEZONE}. Get ready for an unforgettable journey through the best moments from the iconic first season of Seinfeld!

During this virtual event, we'll explore memorable episodes, classic scenes, and beloved quotes that made Seinfeld a cultural phenomenon. Join fellow fans as we share laughs and engage in lively discussions about the genius of Jerry, George, Elaine, and Kramer. And as a special treat, Eli Copter, the leading expert in the field, will be joining us for a surprise talk you won't want to miss!

Don't miss out on this nostalgic celebration of the beginnings of Seinfeld. We can't wait to see you there!

[Attend the Event](#)

- Edit the appropriate fields. The editable fields in this Edit template page are as follows. A preview of the custom email template is displayed on the right of your screen and updates in real time as you make your changes. You may click **Customize your email** in the Email details section to see a list of customization tokens that you may copy and paste into fields to customize your email template.
 - Template name (required) - Type a name for your template.
 - Template description - Type a description of your template.
 - Subject (required) - Type a subject for your email.

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- Banner image - If you wish to upload an image, click **Upload image** and choose the desired file. Recommended size is 1920x1080 px. You may click **Edit image** to choose a different one.
- Title - Type a title for your email.
- Body text (required) - Type the message for the body of the email. Some tips are provided for creating a powerful email.

You may also use AI to modify the body text. Simply click the **Enhance with AI** button and additional options display. Clicking on any of the options modify the email accordingly.

- Add changes - Produces a different version with your specified changes.
- Rewrite - Produces a different version of the same content.
- Shorter - Creates a shorter version of the same content.
- Longer - Creates a longer version of the same content.
- More formal - Edits current content to a more formal writing style.
- More casual - Edits the current content to a more casual writing style.



Looking for more information about this feature? Feel free to contact your Kaltura representative.

- Button - Click to enable use of a Call to Action (CTA) button in the email. When users press this button, they are redirected to the configured location.
- Button text - Type the text that will display on the CTA button.
- Button URL - Type the URL your user will be redirected to when they push the button.



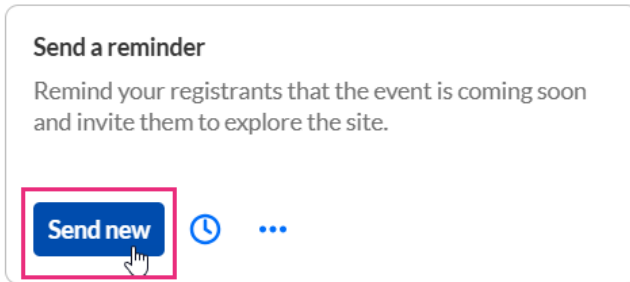
When using a login link for entrance into the event, Kaltura recommends adding the "MAGICLINK" customization token as the button URL so that your attendees can directly login and have a seamless experience.

- Footer - Type the text that will display on the email footer.
3. Once you are finished editing the custom email, click **Save** to save and remain on the page or **Save and Close** to save and exit the page. A notification that the email template was updated successfully is displayed.

Send a custom email now

1. On the Templates tab, under Custom templates, click **Send new** in the desired

custom email box to prepare to send the custom email.



The Send now screen displays. In the example below, we have chosen to send a reminder email. Notice the toggle buttons available for Email delivery time. Because you clicked on the Send new button, "Send now" is selected by default. If you would like to abandon sending this email now and, instead, schedule it to be sent at another time, click Schedule to navigate back to the Schedule screen. We will learn more about scheduling emails [later in this article](#).

Send a reminder
Email

Send test email

[Send now](#)

From

Virtually Live

Email

.....com

To

Advanced list

All

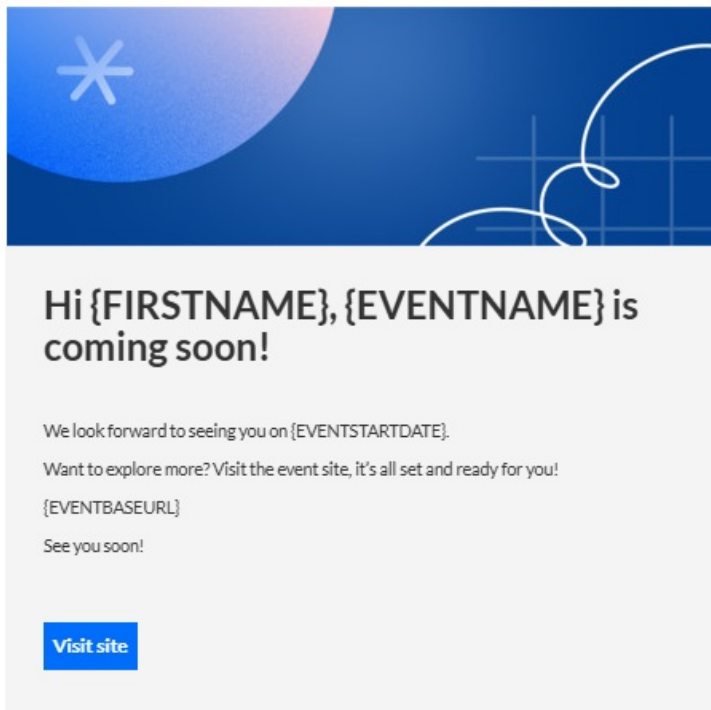
Email delivery time

[Send now](#)

[Schedule](#)

Subject - {FIRSTNAME}, {EVENTNAME} is almost here!

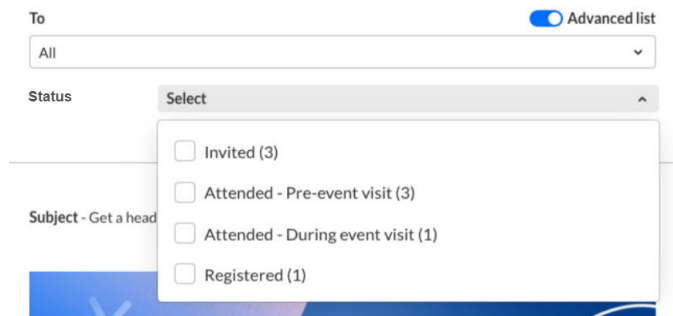
[Edit template](#)



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[Kaltura Events](#) | [Contact us](#) | [Unsubscribe](#)

2. In the From field, type the sender name. Note - It is prefilled with the event name. You can change or remove this text.
3. From the To pull-down list, select who will receive the custom email - All, Speakers, Moderators, or No show users. If you selected All or No show users, you also have the option of choosing from a more advanced list of users, thereby streamlining communication with specific audience segments. In other words, sending relevant content to your relevant audience based on their attendance status. Slide the **Advanced list** button to the right and another option displays - Registration

status. Click the down arrow to expand the Registration status list and click on desired status(es).



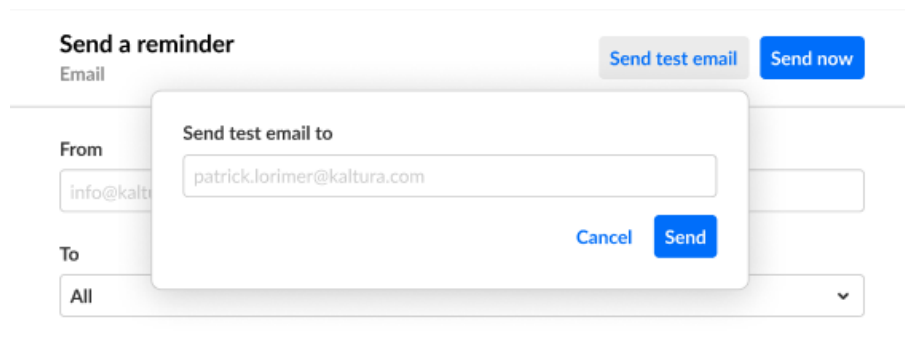
The statuses listed reflect the granularity seen upon hovering over the registration status of a user in the All users page. For detailed information on these statuses, see [People tab > All users - Invite attendees to your event](#).

Following are a couple examples when you may choose to use the Advanced list option:

You want to send an email to all those who *attended* your event, thanking them for coming. Choose **Attended - During event visit**.

You want to send an email to those who were *invited and/or registered but did not attend*, telling them they were missed and directing them to the recording. Choose **Invited** and **Registered**.

4. If you would like to send a test email to yourself to check the appearance, click **Send test email**, then click **Send**.



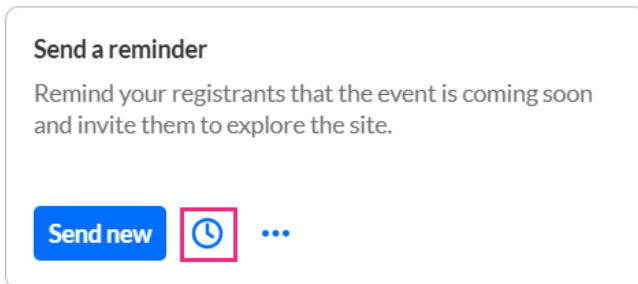
5. After you've received the test email and are satisfied with the appearance, click **Send now** to send the email to your recipients. A notification that the email was sent successfully is displayed.



If you would like to edit the custom template, simply click the **Edit template** button and follow the steps in [Edit a Custom Template](#).

Schedule a custom email to be sent at another time

1. On the Templates tab, under Custom templates, click the **Schedule email for later** "clock" icon button in the desired custom email box to schedule the custom email.



The Schedule screen displays. In the example below, we have chosen to schedule a reminder email.

Notice the toggle buttons available for Email delivery time. Because you clicked on the Schedule email for later button, "Schedule" is selected by default. If you would like to abandon scheduling the email and, instead, send it now, click Send now to navigate back to the Send now screen.

Send a reminder
Email

Send test email

[Schedule](#)

From

DIY Test A

Email

sender@test.nvq2.ovp.kaltura.com

To

Advanced list

All

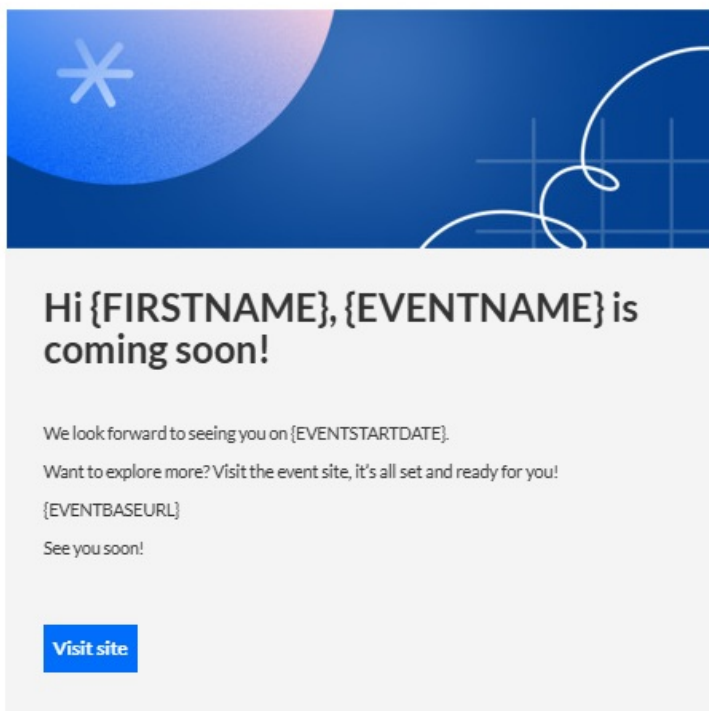
Email delivery time

Send now

[Schedule](#)

Subject - {FIRSTNAME}, {EVENTNAME} is almost here!

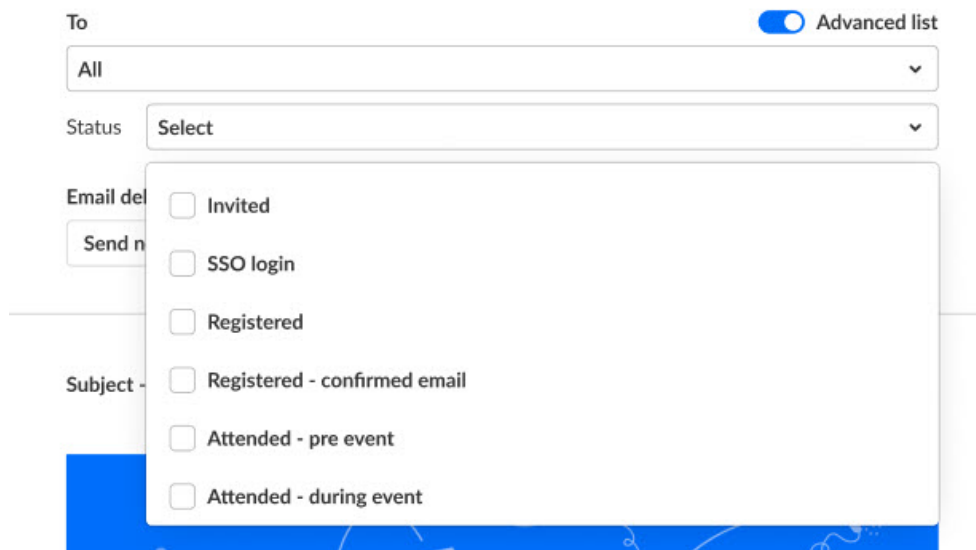
[Edit template](#)



Extraordinary events, every day
[Kaltura Events](#) | [Contact us](#) | [Unsubscribe](#)

2. In the From field, type the sender name. Note - It is prefilled with the event name. You can change or remove this text.
3. From the To pull-down list, select who will receive the scheduled custom email - All, Speakers, Moderators, or No show users. If you selected All or No show users, you also have the option of choosing from a more advanced list of users, thereby streamlining communication with specific audience segments. In other words, sending relevant content to your relevant audience based on their attendance status. Slide the **Advanced list** button to the right and another option displays - Registration status. Click the down arrow to expand the Registration status list and

click on desired status(es).



The statuses listed reflect the granularity seen upon hovering over the registration status of a user in the All users page. For detailed information on these statuses, see [People tab > All users - Invite attendees to your event](#).

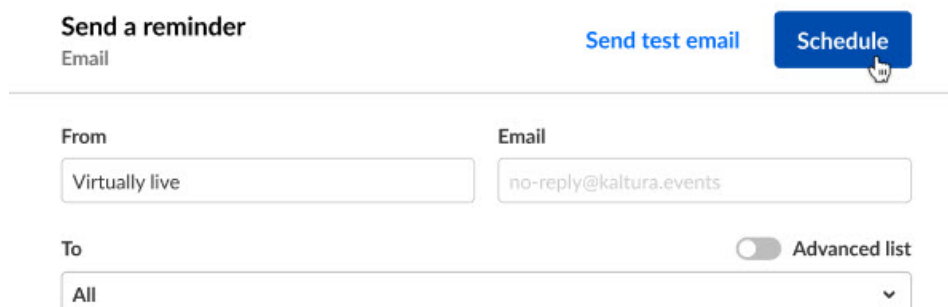
Following are a couple examples when you may choose to use the Advanced list option:

You want to send an email to all those who *attended* your event, thanking them for coming. Choose **Attended - During event visit**.

You want to send an email to those who were *invited and/or registered but did not attend*, telling them they were missed and directing them to the recording. Choose **Invited** and **Registered**.

Notice how the statuses in the advanced list for scheduled emails differ from those available when sending the custom email now. When sending the custom email now, you may choose from *only current statuses*; when scheduling custom emails, you have the ability to choose from *future* statuses as well.

4. Click the **Schedule** button to schedule the email.



The Schedule email screen displays.

Schedule email

Relative to the event
 Select date & time

Schedule email notification ⓘ

the event

Email will be sent on 09/09/24, 10:00 AM EST

- Decide whether you would like to schedule the email relative to the event (i.e., at a chosen amount of time before, into, or after an event), or on a specific date and time.
- If you choose *Relative to the event*, type the number of [days, hours, or minutes, per your selection] and whether this will occur before, after, or into your event. Let's use a few examples. If you want to schedule the reminder email to be sent 2 hours before the event starts, you type **2**, then select **Hours** and **Before**. If you want to schedule the reminder email to be sent 1 day after the event ends, you type **1**, then select **Days** and **After**. If you want to schedule the reminder email to be sent 20 minutes after the start time of the event - you type **20**, then select **Minutes** and **Into**.

Please note that if the event time changes, the email schedule will be adjusted accordingly. In addition, if the event has already started, and you attempt to schedule an email *before the event*, you receive a message that the email must be scheduled in the future.

Schedule email

Relative to the event
 Select date & time

Schedule email notification ⓘ

the event

Email will be sent on 09/09/24, 1

If you choose *Schedule date & time*, make the appropriate selections for date and time.

Schedule email

Relative to event
 Select date & time

📅

🕒

Email will be sent on 09/09/24, 10:00 AM EST

Cancel
Schedule

7. Click **Schedule**. You are redirected to the Scheduled tab. You receive confirmation that the email has been scheduled successfully and it is displayed in the list.

← All events
✔ Email scheduled successfully ✕
🔗 Event site Patrick Lorimer ▾

Virtually Live!

- 🏠 Overview
- 📄 Main details
- ✚ Branding
- 🔗 Event site editor
- ✓ Registration
- 📅 Agenda
- 📁 Media
- 👤 People ▸
- 💬 Interactions ▾
- ✉ Emails
- 📧 Notifications
- 💬 Chat settings
- 📊 Analytics ▸
- 🔗 Integrations
- ⚙️ Settings

Emails

Templates Scheduled Sent

4 Emails

Timeline ▾	Name	Recipients	
10:02 AM, 09/11/24	Send a reminder Don't miss out [EVENTNAME]	All	⋮
10:00 AM, 09/11/24 2 days after the event	Send a reminder Don't miss out [EVENTNAME]	All	⋮
11:00 AM, 09/09/24 1 min after the event	Send a reminder Don't miss out [EVENTNAME]	All	⋮
10:00 AM, 09/09/24 10 mins into the event	Send a reminder [FIRSTNAME], [EVENTNAME] is almost here!	All - custom list	⋮
09:30 AM, 09/09/24	Send a reminder Change of schedule [EVENTNAME]	All	⋮
09:30 AM, 09/02/24 7 days before the event	Notify a change of schedule Change of schedule [EVENTNAME]	All	⋮

< 1 >

Delete a scheduled custom email

You can always delete a scheduled email if you change your mind.

1. Click on the Scheduled tab.

← All events Event site Patrick Lorimer

Virtually Live!

- Overview
- Main details
- Branding
- Event site editor
- Registration
- Agenda
- Media
- People
- Interactions
- Emails
- Notifications
- Chat settings
- Analytics
- Integrations
- Settings

Emails

Templates Scheduled Sent

4 Emails

Timeline	Name	Recipients	
10:02 AM, 09/11/24	Send a reminder Don't miss out [EVENTNAME]	All	...
10:00 AM, 09/11/24 2 days after the event	Send a reminder Don't miss out [EVENTNAME]	All	...
11:00 AM, 09/09/24 1 min after the event	Send a reminder Don't miss out [EVENTNAME]	All	...
10:00 AM, 09/09/24 10 mins into the event	Send a reminder [FIRSTNAME], [EVENTNAME] is almost here!	All - custom list	...
09:30 AM, 09/09/24	Send a reminder Change of schedule [EVENTNAME]	All	...
09:30 AM, 09/02/24 7 days before the event	Notify a change of schedule Change of schedule [EVENTNAME]	All	...

< 1 >

2. Click the three-dot action menu to the right of the desired email and choose Delete.

Recipients

All ...

Delete

You are asked to confirm your action. This action can't be undone.

3. Click **Delete email** to confirm or click **Cancel** to exit.

Create a custom email template using AI

Producing content for an event is challenging. Beyond managing session content, there are numerous other details that demand attention to ensure everything runs smoothly. One of those details is managing email notifications. Kaltura's AI-generated email templates make creating or editing your emails much easier and faster!



Looking for more information about this feature? Feel free to contact your Kaltura representative.



This feature supports English language only.

1. On the Templates tab, under Custom templates, click **Create with AI**.



inder

The Create with AI screen displays.



Create with AI Beta

What kind of template would you create?

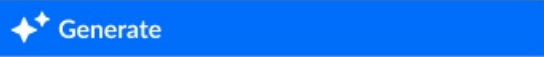
Reminder

Post-event attended

Post-event no show

What would you like to say? (optional)

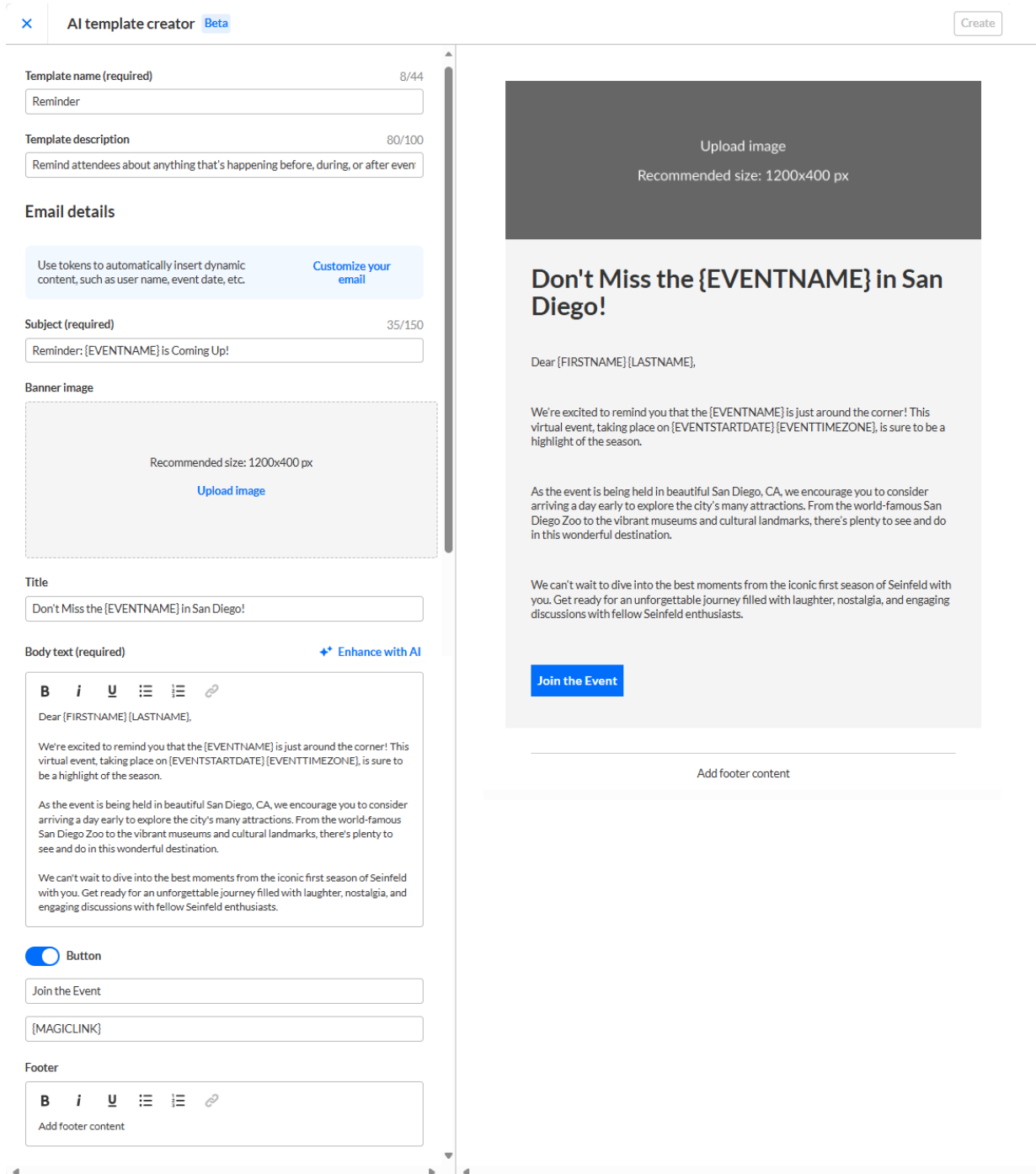
The AI template uses all event details like speakers and sessions

 Generate

2. Decide what kind of template you would like to create.
 - a. Reminder - Remind attendees about anything that's happening before and/or during the event.
 - b. Post-event attended - Engage with attendees right after the event is over.
 - c. Post-event no show - Engage with registrants that didn't attend the event.
3. Type anything else you would like included in the email. This is an optional step. The AI template uses all the event details (i.e., speakers, sessions, etc.), but this is your

time to provide additional context. For instance, if your event is taking place in San Diego, CA, you may want to type something like "Mention that because the event is taking place in San Diego, CA and there's so many fun things to do and see in San Diego like the world-famous zoo and museums, attendees may want to arrive a day early."

4. Click **Generate**. You are redirected to the AI template creator page.



The screenshot shows the 'AI template creator' interface. On the left is a form with the following sections:

- Template name (required)**: 8/44 characters. Input: "Reminder".
- Template description**: 80/100 characters. Input: "Remind attendees about anything that's happening before, during, or after even".
- Email details**:
 - Use tokens to automatically insert dynamic content, such as user name, event date, etc. [Customize your email](#)
 - Subject (required)**: 35/150 characters. Input: "Reminder: {EVENTNAME} is Coming Up!".
 - Banner image**: Recommended size: 1200x400 px. [Upload image](#)
 - Title**: Input: "Don't Miss the {EVENTNAME} in San Diego!".
 - Body text (required)**: [Enhance with AI](#). The text includes:
 - Dear {FIRSTNAME} {LASTNAME},
 - We're excited to remind you that the {EVENTNAME} is just around the corner! This virtual event, taking place on {EVENTSTARTDATE} {EVENTTIMEZONE}, is sure to be a highlight of the season.
 - As the event is being held in beautiful San Diego, CA, we encourage you to consider arriving a day early to explore the city's many attractions. From the world-famous San Diego Zoo to the vibrant museums and cultural landmarks, there's plenty to see and do in this wonderful destination.
 - We can't wait to dive into the best moments from the iconic first season of Seinfeld with you. Get ready for an unforgettable journey filled with laughter, nostalgia, and engaging discussions with fellow Seinfeld enthusiasts.
 - Button**: **Button**. Input: "Join the Event".
 - MAGICLINK**: Input: "{MAGICLINK}"
 - Footer**: Input: "Add footer content".

On the right is a preview of the email template. It features a dark header with "Upload image" and "Recommended size: 1200x400 px". The main content area has a title "Don't Miss the {EVENTNAME} in San Diego!", a salutation "Dear {FIRSTNAME} {LASTNAME},", and three paragraphs of text corresponding to the body text in the form. A blue "Join the Event" button is at the bottom. Below the preview is a section for "Add footer content".

5. At this point you can edit what's already filled in, as well as add more to your email template. A preview of the new template is displayed on the right of your screen and updates in real time as you make your changes.

You may click **Customize your email** in the Email details section to see a list of customization tokens that you may copy and paste into fields to customize your email template.

- Template name (required) - Type a name for your template. The Template name is pre-filled based on the kind of template you selected.
- Template description - Type a description of your template. Notice the Template description is pre-filled based on the kind of template you selected.
- Subject (required) - Type a subject for your email.
- Banner image - If you wish to upload an image, click **Upload image** and choose the desired file. Recommended size is 1920x1080 px. You may click **Edit image** to choose a different one.
- Title - Type a title for your email.
- Body text (required) - Type the message for the body of the email. Some tips are provided for creating a powerful email.

You may also use AI to modify the body text. Simply click the **Enhance with AI** button and additional options display. Clicking on any of the options modify the email accordingly.

- Add changes - Produces a different version with your specified changes.
- Rewrite - Produces a different version of the same content.
- Shorter - Creates a shorter version of the same content.
- Longer - Creates a longer version of the same content.
- More formal - Edits current content to a more formal writing style.
- More casual - Edits the current content to a more casual writing style.



Looking for more information about this feature? Feel free to contact your Kaltura representative.

- Button - Click to enable use of a Call to Action (CTA) button in the email. When users press this button, they are redirected to the configured location.
- Button Label - Type the text that will display on the CTA button.
- Button URL - Type the URL your user will be redirected to when they push the button.

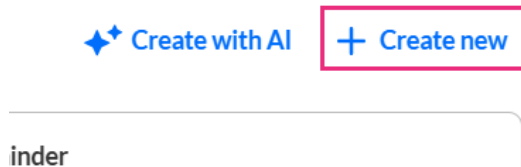


When using a login link for entrance into the event, Kaltura recommends adding the "MAGICLINK" customization token as the button URL so that your attendees can directly login and have a seamless experience.

- Footer - Type the text that will display on the email footer.
6. Once you are finished, click **Create** to save it. A notification that the custom email template was created successfully is displayed.

Create a custom email template on your own

1. On the Templates tab, under Custom templates, click **Create new**.



The Create new template page displays.

✕ New template
Create

Template name (required) 0/44

Template description 0/100

Upload image

Recommended size: 1200x400 px

Add title

It's time to create your own email!

Hi {FIRSTNAME},
This where you can write the intro of your email and explain your audience why they get this message.

Elaborate more and give context to your attendees. You can also use tokens to personalize this email, we know people love that!

Make sure to end this email with a clear call-to-action. You can add a CTA button to lead your attendees to the relevant link or finish this email with a warm closing paragraph. Don't forget to add text in the email footer, where you can also share links to your website and social links.

Add footer content

Email details

Use tokens to automatically insert dynamic content, such as user name, event date, etc. [Customize your email](#)

Subject (required) 0/150

Banner image

Recommended size: 1200x400 px

[Upload image](#)

Title

Body text (required) ➕ Enhance with AI

B ***i*** **U** **☰** **☰** [🔗](#)

It's time to create your own email!

Hi {FIRSTNAME},
This where you can write the intro of your email and explain your audience why they get this message.

Elaborate more and give context to your attendees. You can also use tokens to personalize this email, we know people love that!

Make sure to end this email with a clear call-to-action. You can add a CTA button to lead your attendees to the relevant link or finish this email with a warm closing paragraph. Don't forget to add text in the email footer, where you can also share links to your website and social links.

Button

Footer

B ***i*** **U** **☰** **☰** [🔗](#)

Add footer content

2. Fill in the appropriate fields. The editable fields in the Create new template page are as follows. A preview of the new template is displayed on the right of your screen and updates in real time as you make your changes.

You may click **Customize your email** in the Email details section to see a list of customization tokens that you may copy and paste into fields to customize your email template.

- Template name
- Template description - Type a description of your template.

- Subject (required) - Type a subject for your email.
- Banner image - If you wish to upload an image, click **Upload image** and choose the desired file. Recommended size is 1920x1080 px. You may click **Edit image** to choose a different one.
- Title - Type a title for your email.
- Body text (required) - Type the message for the body of the email. Some tips are provided for creating a powerful email.

You may also use AI to modify the body text. Click the **Generate with AI** button and additional options display. Clicking on any of the options modify the email accordingly.

- Add changes - Produces a different version with your specified changes.
- Rewrite - Produces a different version of the same content.
- Shorter - Creates a shorter version of the same content.
- Longer - Creates a longer version of the same content.
- More formal - Edits current content to a more formal writing style.
- More casual - Edits the current content to a more casual writing style.



Looking for more information about this feature? Feel free to contact your Kaltura representative.

- Button - Click to enable use of a Call to Action (CTA) button in the email. When users press this button, they are redirected to the configured location.
- Button Label - Type text that will display on the CTA button.
- Button URL - Type the URL your user will be redirected to when they push the button.



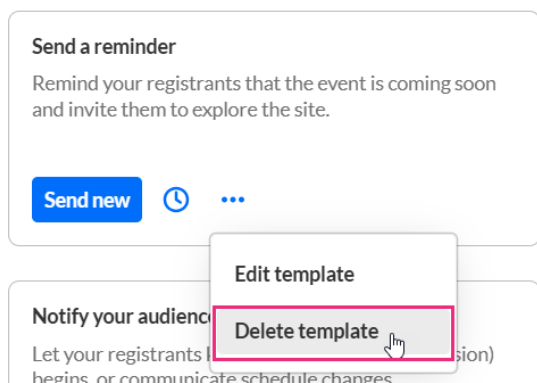
When using a login link for entrance into the event, Kaltura recommends adding the "MAGICLINK" customization token as the button URL so that your attendees can directly login and have a seamless experience.

- Footer - Type the text that will display on the email footer.
3. Once you are finished, click **Create** to save it. A notification that the custom email template was created successfully is displayed.

Delete a custom email template

1. On the Templates tab, under Custom templates, choose Delete Template from the

three-button menu located in the desired custom email box to delete the custom template.



2. You are asked to confirm your action. This action can't be undone. Click **Delete permanently** to confirm or click **Cancel** to exit.