

Customizing Notification Email Content

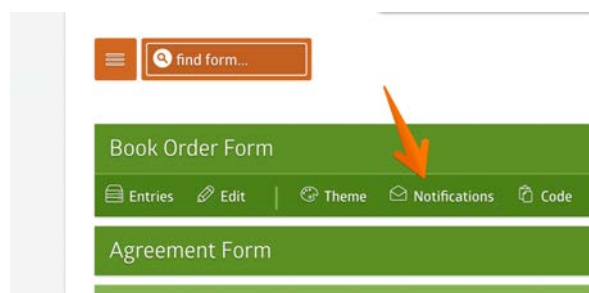
How to customize the email template

Sending notification emails is one of the main features of MachForm, and you can fully customize any part of the email notification. You can customize the subject, content, sender address, reply-to address, Bcc, content format, etc.

It's very flexible and allows you to set up a robust/advanced notification system.

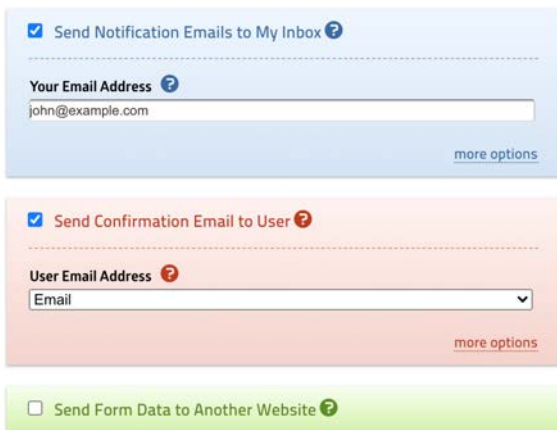
Notification Settings

To customize the notification email, the first thing you need to do is to go to the Notification Settings page of your form.



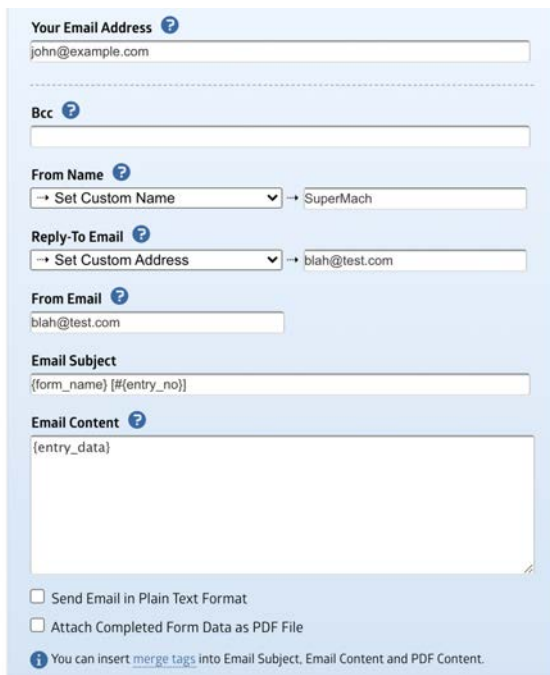
There are three notification settings that you can adjust there. One is the main notification email being sent to you, and the second one is the confirmation email being sent to the client who filled the form.

While the third one is an advanced option to send your form data through web hook.

A screenshot of the 'Notification Settings' page. It contains three distinct sections. The first section, 'Send Notification Emails to My Inbox', has a checked checkbox and a text input field for 'Your Email Address' containing 'john@example.com'. The second section, 'Send Confirmation Email to User', also has a checked checkbox and a dropdown menu for 'User Email Address' with 'Email' selected. The third section, 'Send Form Data to Another Website', has an unchecked checkbox. Each section has a 'more options' link at the bottom right.

Click the **more options** link on any of the setting you would like to customize.

Detailed notification options will be displayed, and you can change any part of the settings to suit your needs.



The screenshot shows a settings page for email notifications. It includes fields for 'Your Email Address' (john@example.com), 'Bcc', 'From Name' (with a dropdown for 'Set Custom Name' and a value of 'SuperMach'), 'Reply-To Email' (with a dropdown for 'Set Custom Address' and a value of 'blah@test.com'), 'From Email' (blah@test.com), 'Email Subject' (containing merge tags {form_name} and #{entry_no}), and 'Email Content' (containing the merge tag {entry_data}). At the bottom, there are checkboxes for 'Send Email in Plain Text Format' and 'Attach Completed Form Data as PDF File', and an information icon with a note: 'You can insert [merge tags](#) into Email Subject, Email Content and PDF Content.'

Using Merge Tags

A **merge tag** is a special identifier that is automatically replaced with data typed in your form. It allows you to dynamically add content to your email, and it's very useful to create personalized content.

For example, you can include your customer's name, company name, or any other collected data. This way, each of your customers will receive unique and personalized email content.

How to insert Merge Tags?

Click on the **merge tags** link at the bottom of the notification settings page.

From Email ?
 blah@test.com

Email Subject
 {form_name} [{entry_no}]

Email Content ?
 {entry_data}

☐ Send Email in Plain Text Format
☐ Attach Completed Form Data as PDF File

i You can insert [merge tags](#) into Email Subject, Email Content and PDF Content.

[hide c](#)

A window that lists all the available merge tags of your current form will be displayed. Select the field you would like to insert and the associated merge tag will be displayed. Copy the complete merge tag (including curly braces) into the **Email Subject** or **Email Content**.

Merge Tags Lookup

Merge Tag → {form_name}

Form Name ▼

[more info](#)

Close

Here's an example of **Email Content** using merge tags to include the customer name and some additional text:

Email Content ?

Hi {element_1},

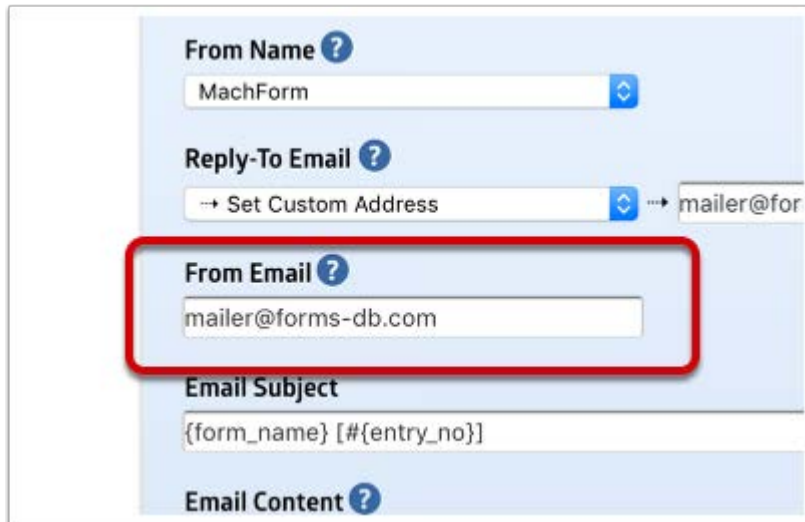
Thanks for filling out our form! We'll get back to you as soon as possible.
 Below is a copy of your form for your record:

{entry_data}

☐ Send Email in Plain Text Format

Sender Email Address

If you're using MachForm Self-Hosted, it's very important to pay attention to your **From Email** setting. To ensure delivery of your notification emails, we **STRONGLY** recommend using email from the same domain as your MachForm. In some cases, you might even be required to use a valid email address that actually exist on your server.



The image shows a screenshot of the MachForm settings interface for email notifications. The settings are organized into a light blue panel with several sections, each with a title and a help icon (a question mark in a blue circle). The sections are: 'From Name', 'Reply-To Email', 'From Email', 'Email Subject', and 'Email Content'. The 'From Email' section is highlighted with a red rectangular box. The 'From Name' field is a dropdown menu with 'MachForm' selected. The 'Reply-To Email' field is a dropdown menu with 'Set Custom Address' selected, and a custom address 'mailer@for' is visible to the right. The 'From Email' field is a text input containing 'mailer@forms-db.com'. The 'Email Subject' field is a text input containing '{form_name} [{entry_no}]'. The 'Email Content' field is a text input that is currently empty.

Setting	Value
From Name	MachForm
Reply-To Email	Set Custom Address (mailer@for)
From Email	mailer@forms-db.com
Email Subject	{form_name} [{entry_no}]
Email Content	

If you're using MachForm Cloud (Small Business or Enterprise plan) you can use any email address for your **From Email** setting. We have configured our server to allow you to use any email address you prefer.