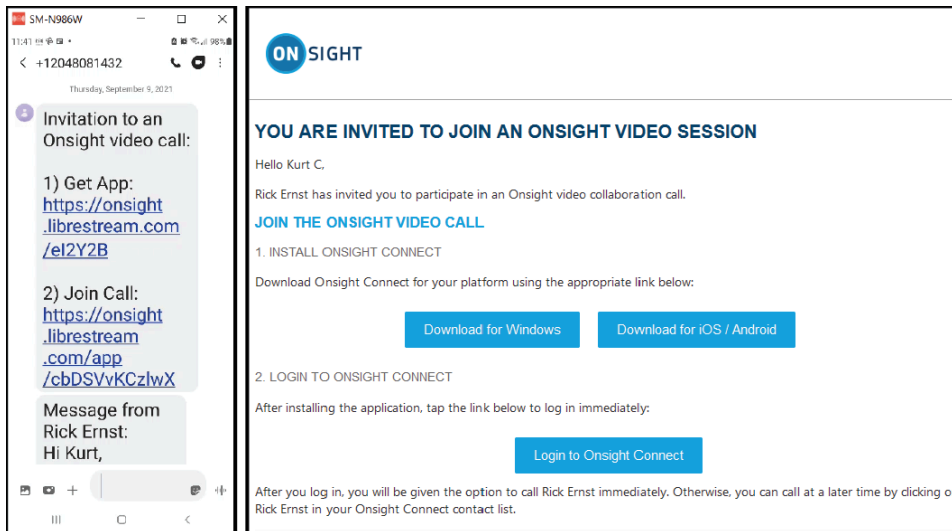


# Message Customization



**Figure 1. SMS & Email Guest Invitation Example**

Message customization is included within OnSight Platform Manager (OPM). Customization templates enable you to format the messages received by your OnSight Connect users. You can add custom branding to the following message types:

- **Account created** — Welcome email (Text and HTML) sent to the new user.
- **Account registered** — Notification that a new account was registered in OPM.
- **Account deleted** — Confirmation email (Text) sent to the Administrator.
- **Customer defined tags** — Company logos and message identifiers that are referenced within other custom message templates.
- **External guest invite** — Email (Text and HTML) or SMS sent to the invitee.
- **Guest confirmation** — Email (Text) sent to the inviter.
- **Password reset requests** — Email (Text) or SMS sent to the user requesting the password change.
- **Password change confirmation** — Email (Text) or SMS sent to the user once the password change has completed.
- **SSO enabled instructions** — Welcome email for single sign-on users.


With customization templates, the system forces you to enter both the text and html versions of the message (Providing you chose to define both). The User's email reader will determine which version to display. E.g., If HTML is not supported by the email program, then the text version will be displayed. Use Tags to include user or domain specific information in the email such as Company name, user name, etc.

## Defined Tag Types

**Customer Defined** and **System Defined Tags** are replaced with their respective values when sending notification messages to Users.


- **Customer Defined Tags** are highlighted. Customers must fill in the fields on the Customization tab if they want to replace the default messages provided by OnSight Platform Manager.
- **System Defined Tags** are automatically defined by OnSight Platform Manager based on the Customer Domain and User Account Configuration. They cannot be edited.
- **Librestream Defined Tags** enable access to Librestream web resources. They cannot be edited.

## Customer Defined Tags

Tag Name	Description	Example
{{companymessage}}	Company message	Welcome to our Video Collaboration Platform!
{{companylogourl}}	Company logo image URL	<a href="http://www.example.com/images/logo.png">http://www.example.com/images/logo.png</a>
	 <b>Note:</b> Use PNG, and JPG file format. SVG is not supported.	
{{companysupportdeskinfo}}	Company support desk information	Phone:1-800-123-4567 Email: <a href="mailto:support@example.com">support@example.com</a>

## System Defined Tags

Tag Name	Description	Example
{{title}}	Title of the email	Welcome to Onsight Platform Manager
{{fullname}}	Full name of the user	John Smith
{{username}}	Username of the user, not including the customer domain	john.smith
{{password}}	Password	password
{{inviterfullname}}	Full name of the user who is sending an invitation	John Smith
{{invitedfullname}}	Full name of the invited guest	Jack Grant
{{invitedemailaddress}}	Email address of the invited guest	<a href="mailto:jack.grant@example.com">jack.grant@example.com</a>
{{invitedphonenumber}}	Phone number of the invited guest	+12345678901
{{invitedsentto}}	Email address or phone number of the invited guest, depending on method of invitation	<a href="mailto:jack.grant@example.com">jack.grant@example.com</a>
{{inviteduserexpires}}	Expiry date/time of the guest account	1Oct 2014 9:27 AM, Central Daylight Time (UTC-05:00)
{{invitetextmessage}}	Used to include a copy of the guest invitation in the confirmation email	Contents of the sent guest invitation (not including the guest user's password)
{{message}}	Message for the invited guest	We'd welcome your collaboration.
{{createduserusername}}	Username of the created user, not including the customer domain	david.wood
{{createduserfullname}}	Full name of the created user	David Wood

Tag Name	Description	Example
{{createduseremailaddress}}	Email address of the created user	<a href="mailto:david.wood@example.com">david.wood@example.com</a>
{{userexpiry}}	Expiry date/time of the user	1Oct 2014 9:27 AM, Central Daylight Time (UTC-05:00)
{{emailverificationkey}}	GUID that issued to verify user's email address	e6a9bb54-da25-102b-9a03-2db401e887ec
{{emailverificationurl}}	URL to verify user's email address	<a href="https://onsight.librestream.com/AccountServices/EmailVerification.aspx?id=somebody">https://onsight.librestream.com/AccountServices/EmailVerification.aspx?id=somebody</a>
{{titleimageurl}}	URL to get title image	<a href="http://www.librestream.com/images/title.png">http://www.librestream.com/images/title.png</a>
{{passwordreseturl}}	URL to reset password	<a href="https://onsight.librestream.com/AccountServices/ResetPassword.aspx">https://onsight.librestream.com/AccountServices/ResetPassword.aspx</a>
{{registerurl}}	URL to register new account	<a href="https://onsight.librestream.com/AccountServices/Register.aspx">https://onsight.librestream.com/AccountServices/Register.aspx</a>
{{companyname}}	Company name	Example Incorporated
{{domainsuffix}}	Domain suffix	example.com
{{onsightdownloadurl}}	Connectionless for Windows download URL	<a href="https://onsight.librestream.com/download/download.aspx">https://onsight.librestream.com/download/download.aspx</a>
{{mobiledownloadurl}}	Onsight Connect for mobile download URL	<a href="https://onsight.librestream.com/52gnQn">https://onsight.librestream.com/52gnQn</a>
{{clientloginurl}}	URL to launch Onsight Connect and login automatically	<a href="https://onsight.librestream.com/app/N9CAtIYEvEnM">https://onsight.librestream.com/app/N9CAtIYEvEnM</a>
{{deepinkloginurl}}	URL to launch the Web App or Native Client app if installed, by using DeepLinking	<a href="https://link.onsight.librestream.com/N9CAtIYEvEnM">https://link.onsight.librestream.com/N9CAtIYEvEnM</a>
{{webapploginurl}}	URL to launch Onsight Connect for the Web App	<a href="https://connect.onsight.librestream.com/launch/">https://connect.onsight.librestream.com/launch/</a>
{{ssoclientloginurl}}	URL to launch Onsight Connect and login automatically with Single Sign On	<a href="https://onsight.librestream.com/SAML/SSO/Login/">https://onsight.librestream.com/SAML/SSO/Login/</a>
{{smsbreak}}	Any content after an SMS break is sent in a separate SMS message.   <b>Tip:</b> If the SMS message exceeds 160 characters, then the message will be split into segments.	

## Librestream Defined Tags

Tag Name	Description	Example
{{loginurl}}	Onsight Account Platform Login page	<a href="https://onsight.librestream.com/OamAdministrator/Login.aspx">https://onsight.librestream.com/OamAdministrator/Login.aspx</a>
{{websitename}}	Website/productname	Onsight Platform Manager
{{trainingurl}}	Librestream's Training URL	<a href="http://librestream.com/training-deployment-adoption">http://librestream.com/training-deployment-adoption</a> materials/
{{supporturl}}	Librestream's Support URL	<a href="http://librestream.com/onsight-support/">http://librestream.com/onsight-support/</a>
{{eulaurl}}	Librestream's End-UserLicense Agreement URL	<a href="http://librestream.com/support-archives/termsfuse/">http://librestream.com/support-archives/termsfuse/</a>

## Section Tags

**Section Tags** are used to define a section within an email template. Both **System** and **Customer Defined Tags** are enclosed in **Section Tags** within the **Email Message Templates**.

Sections are included in an email message if the corresponding tag is defined.

For example, if the {{company message}} tag has been defined by the Customer then the {{companymessage}} will be included within the [[companymessage]] section when the email message is sent. If {{companymessage}} has been left blank the [[companymessage]] section will not be included when the email message is sent.

If you do not wish to include a particular section in an Email message, remove the section tags (and the text it encloses) from the Message template.

Section Tag	Description
[[companymessage]]...[/companymessage]]	The Company message section encloses the {{companymessage}} tag. This section is included in the email message when the {{companymessage}} tag is defined.
[[companylogo]]...[/companylogo]]	The Company logo section encloses the {{companylogourl}} tag. You must change the {{companylogourl}} tag to display your company's logo if you do not want Librestream's Onsight logo to be displayed.
[[password]] ... [/password]]	The Password section encloses the {{password}} tag. This section is included in the email message when the {{password}} tag is defined.
[[passwordmessage]]...[/passwordmessage]]	The Password message section encloses the {{password}} tag. This section is included in the email message when the {{password}} tag is defined.
[[nopasswordmessage]] [/nopasswordmessage]]	The No Password message section is included in the email message when the {{password}}tag is not defined.

Section Tag	Description
[[callinviter]]...[[/callinviter]]	The Call Inviter section is included in the email message if the inviter of guest has enabled the option to be called immediately.
[[nocallinviter]]...[[/nocallinviter]]	The No Call Inviter section is included in the email message if the inviter of guest has not enabled the option to be called immediately.
[[onsightlogin]] ... [[/onsightlogin]]	The Onsight Login section is included in the email message if Onsight (local) login is enabled for the user's account.
[[noonsightlogin]]...[[/noonsightlogin]]	The Onsight Login section is included in the email message if Onsight (local) login is disabled for the user's account.
[[ssologin]] ... [[/ssologin]]	The SSO Login section is included in the email message if SSO is enabled for the user's account.
[[nosslogin]]... [[/nosslogin]]	The No SSO Login section is included in the email message if SSO is disabled for the user's account.
[[message]] ... [[/message]]	The Message section encloses the {{message}} tag. The section is included in the email message when a message is included in a Guest invitation.
[[invitemessage]]...[[/invitemessage]]	The Invite Message section encloses the contents of the guest invitation that you wish to include in the guest user confirmation email.

## Overview

The screenshot displays the 'EMAIL CUSTOMIZATION' interface. On the left, there are two sections: 'ACCOUNT CREATED MESSAGE' and 'ACCOUNT REGISTERED MESSAGE'. The 'ACCOUNT CREATED MESSAGE' section shows a 'Text Message' field with the following content:

```

Subject: Welcome to Onsight
Title: Welcome to Onsight
Text Message: Hello {{fullname}},
Welcome to the Onsight video collaboration system using Onsight. Your Onsight account has been created and is ready for you to use.
[[companymessage]]
=====
{{companymessage}}
=====
[[companymessage]]
  
```

The 'HTML Formatted Message' field shows the corresponding HTML code, including DOCTYPE, meta tags, and a table for styling. A blue arrow points from the 'Text Message' field to the 'HTML Formatted Message' field. Another blue arrow points from the 'HTML Formatted Message' field to the 'Sample Email' on the right.

The 'Sample Email' is titled 'Onsight Platform Manager: Welcome to Onsight' and is addressed to 're\_@ernst-home.com'. It features the Onsight logo, a 'WELCOME TO ONSIGHT' heading, a personalized greeting, and a 'LOGIN TO ONSIGHT CONNECT' button. Below this, there are sections for 'ONSIGHT CREDENTIALS' and 'DOWNLOAD ONSIGHT CONNECT' with buttons for 'Download for Windows' and 'Download for iOS / Android'.

Figure 2. Template & Sample Email

Customizing Messages requires that you:

1. Login to OPM and access **Settings > Customization**.
2. Locate a **Section/Template** to modify and select the **Insert Default Template** link.
3. Modify **Defined Tags** to suit your use case.
4. Modify the text in the message as required.
5. **Save** your changes.

## Notes:

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