



System Messages

Help Documentation

System Messages

SmarterMail sends a variety of automated email messages for certain actions within SmarterMail. For example, system messages are sent to users when their password has expired or is in violation of the password policies set up for their domain. Administrators can modify certain messages sent out from the server to make them match a company's voice and style, add extra information or add a standard From address. If a system message does not have a From address, the system message will appear to come from "noreply@" the SmarterMail domain that made the request. For example, if a password reset request is made for a user on example.com, and there's no From address set for the system password reset request message, the user will receive that reset email from "noreply@example.com". NOTE: if the domain already has a "noreply@" account, alias or mailing list set up, they are not affected by this functionality.

To access this section, log into SmarterMail as a System Administrator and click on the Settings icon. Then click on System Messages in the navigation pane. A list of the current system messages will be displayed along with the following:

- Message - This is the message's title/type.
- Language - The language used for the message.
- Subject - The messages subject. This is what appears in the Subject line of the sent message.

Click on a message's row to edit the text. The following settings will be available:

- Message Title - This is not editable, but it displays the message's title and language. (E.g., Delivery Status Failure - English)
- Subject - The subject of the email. In some cases, the subject will contain system variables. It's a good idea to leave these variables "as-is" in the subject.
- Message Body - The message body of the email.
- From Address - By default, system messages send from "System Administrator" without a From address. Administrators can add a From address to allow users to respond to system messages or to decrease the likelihood a message will be caught by spam filters.
- Display Name - The friendly name or description of the sender that will appear in conjunction with the From address (if included) in the From field of the email.

Creating a System Message in a New Language

System Administrators have the ability to create new versions of the default system messages in a different language. How those messages get used is as follows:

For Delivery Status messages, the language used is determined as follows:

- Try to find a matching message based on the language in the default user settings for the domain of the recipient of the original message. For example, if user1@domain1.com sent a message to user2@domain2.com, a Delivery Status message sent back to user1@domain1.com would use the language configured for user2@domain2.com.
- If no message has been found matching the recipient's language, SmarterMail will try to find a matching message in English.

For all other messages, the language is determined by these criteria:

- Try to find a matching message based on the user's language.
- If no message has been found, try to find a matching message based on the language for the domain's default user settings.
- If no message has been found, try to find a matching message in English.

To create a new, default system message in another language, do the following:

- Click the New button in the content pane. A modal opens.
- Select the Message Type . That is, select a default system message you want to recreate in a new language.
- Select the Language for the new system message.
- Click the Save button. The new message window appears in the content pane. Here, you add in your Subject the message contents and set the From Address and Friendly Name .
- Once all has been filled out, click the Save button to save the new message.

Deleting System Messages

Any new system messages that are created in other languages can be deleted as needed. Simply click on the box next to the message, then click the Delete button. Multiple messages can be deleted by selecting multiple boxes. NOTE: To ensure that there is always a defined message for each message type, English messages cannot be deleted.