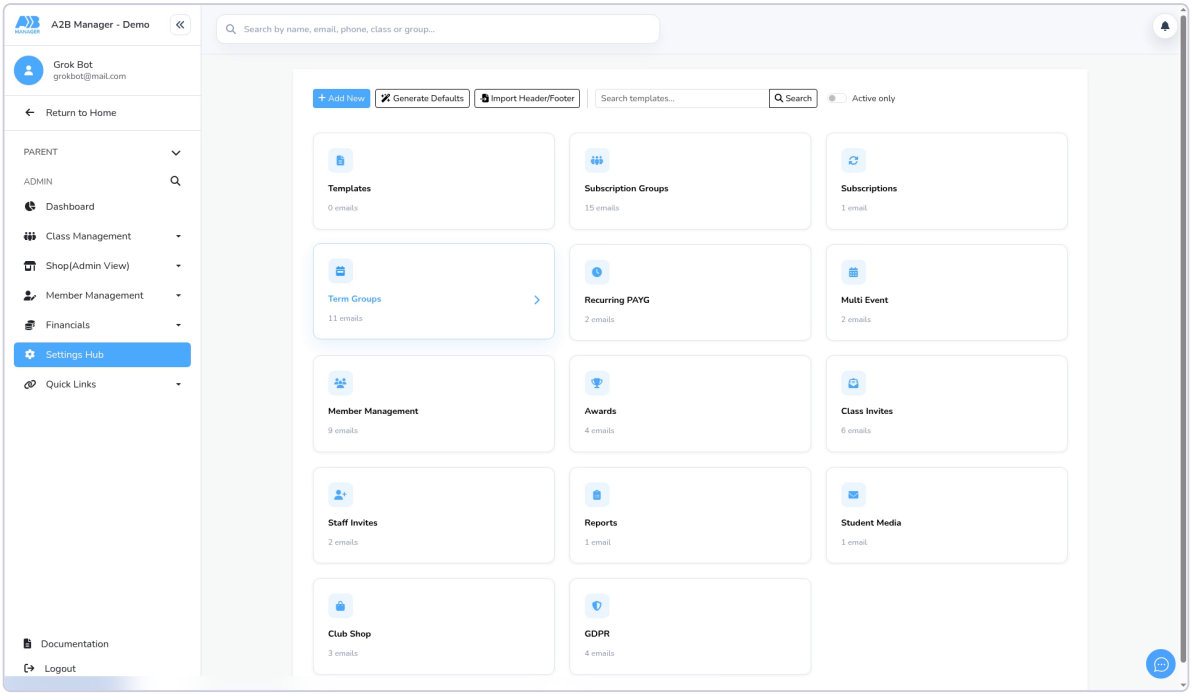
Add new email templates

Email templates control the emails A2B Manager sends for you. Automatic emails go out when something happens, such as a waiting list booking. Reusable templates are ones you can pick whenever you send an email yourself.

Working with email templates

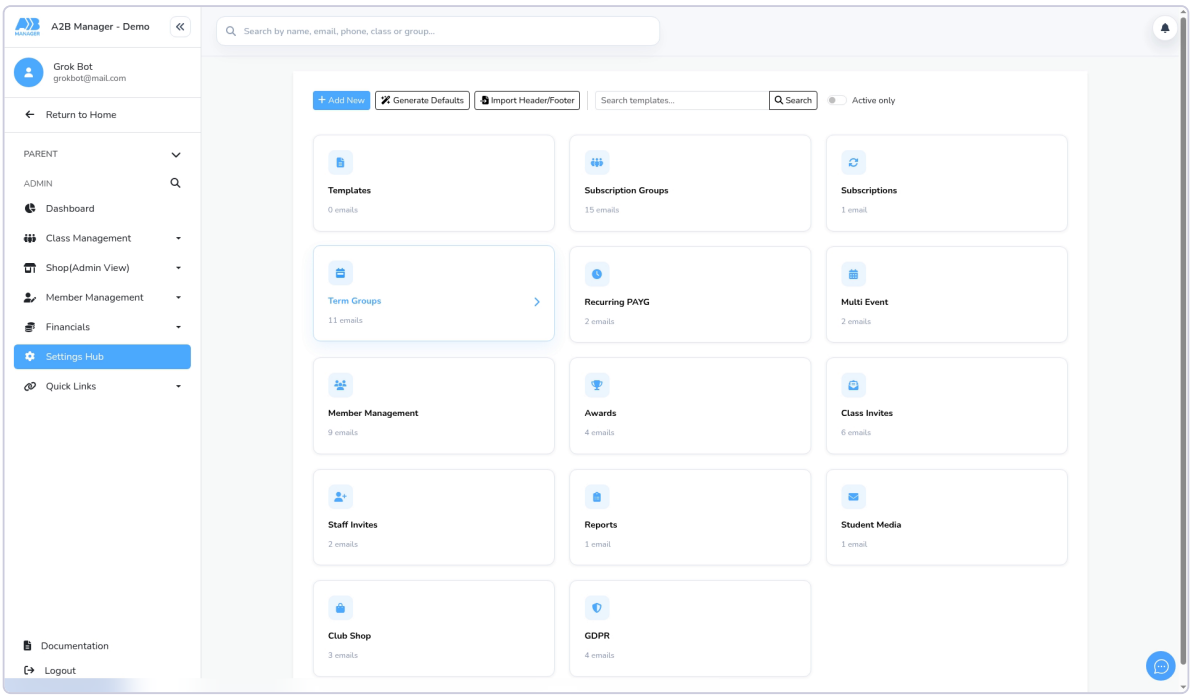
1. Open the Email Template Builder (0:00)

- Go to **Settings Hub** > **Email Template Builder**.
- Your emails are grouped into tiles, such as Templates, Subscription Groups, Term Groups, Recurring PAYG, Awards, Club Shop and GDPR. Each tile shows how many emails it holds.



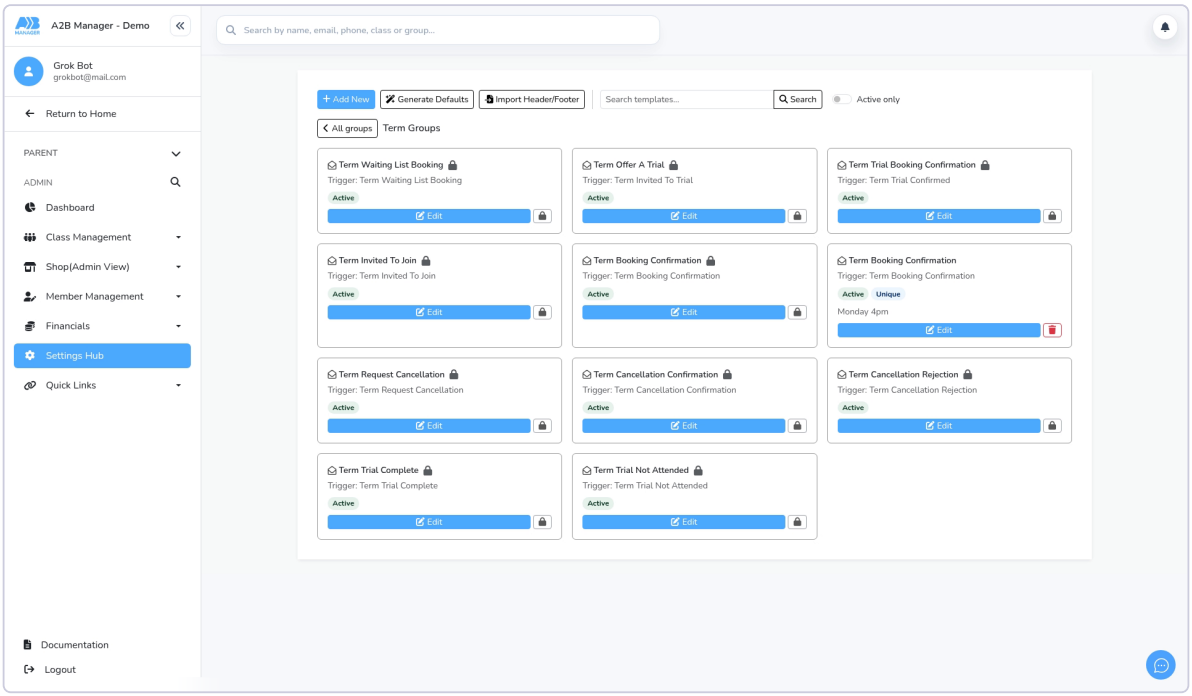
2. Find your way around (0:15)

- **Add New** starts a new email. Use **Search templates** to find one, and **Active only** to hide inactive emails.
- **Generate Defaults** adds the standard set of emails.
- **Import Header/Footer** adds your club's email header and footer to every template. Both buttons run as soon as you click them.



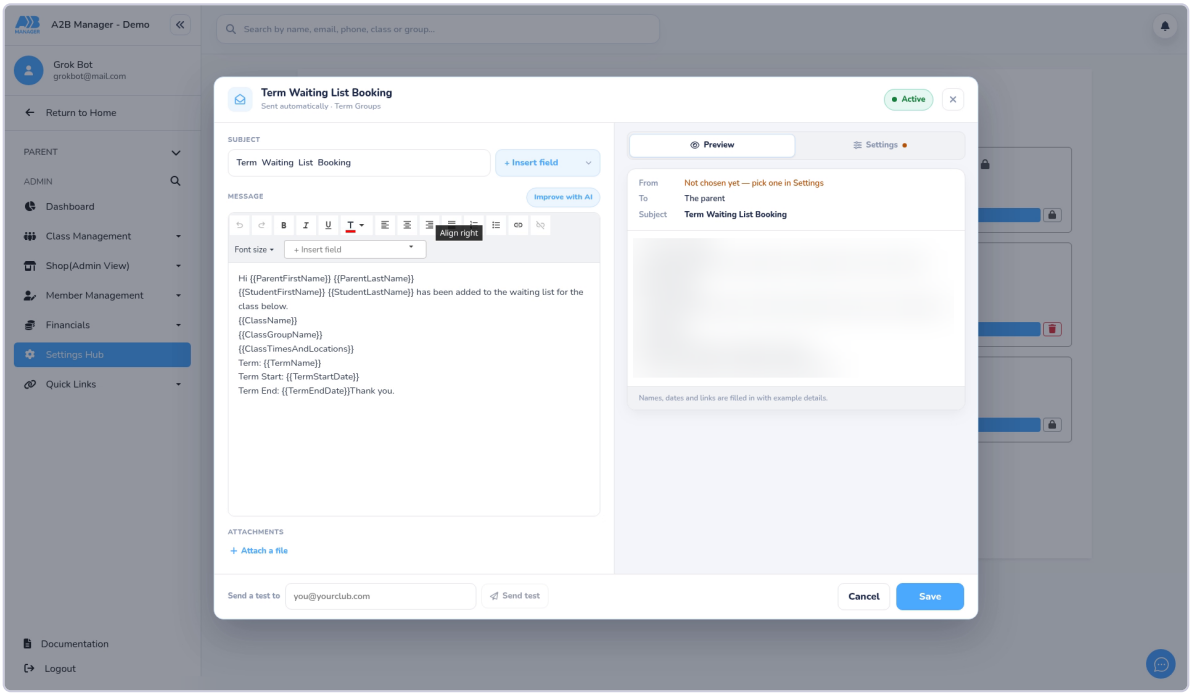
3. Open a group of emails (0:42)

- Click a tile, for example **Term Groups**. Each card shows the email's trigger (the event that sends it), whether it's **Active**, and an **Edit** button.
- A padlock means the email can't be deleted. A **Unique** badge means it's a version for one class group only.
- Use **All groups** to go back to the tiles.



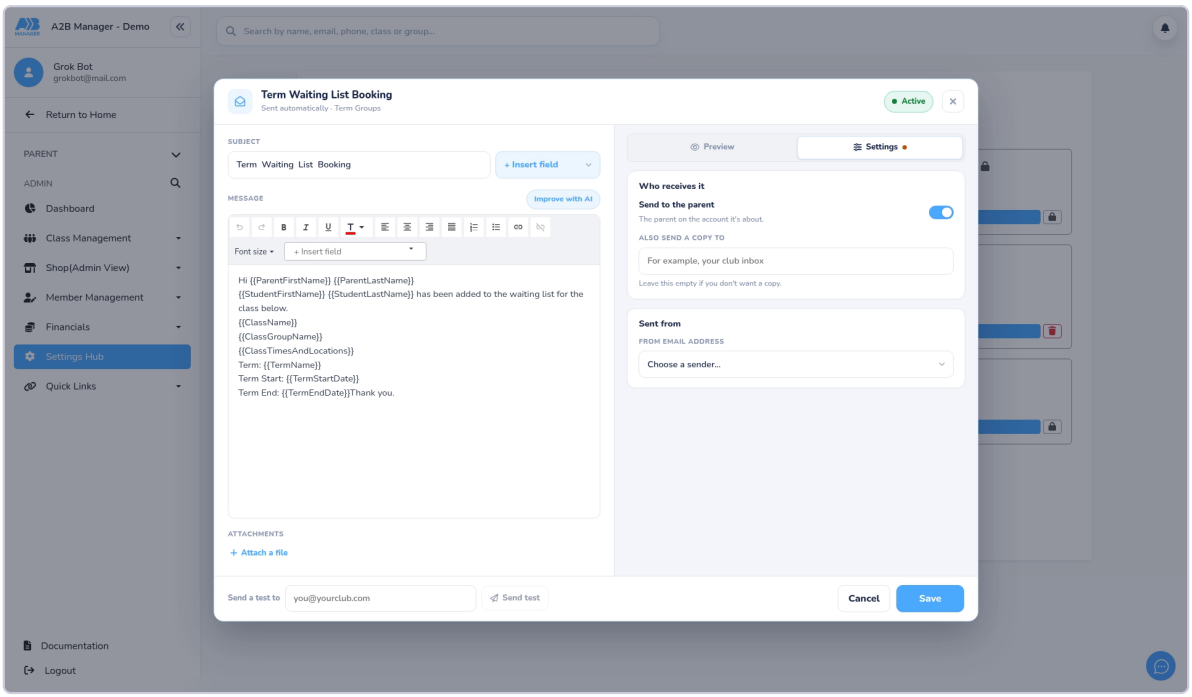
4. Edit an automatic email (0:57)

- Click **Edit**. Change the **Subject** and **Message**.
- Use **Insert field** to add details that fill in automatically, such as the parent's or child's name, the class and the term dates.
- **Improve with AI** can tidy up your wording, and **Attach a file** adds an attachment.
- The **Preview** tab shows how the email will look, filled in with example details. The **Active** badge at the top shows whether the email is switched on.



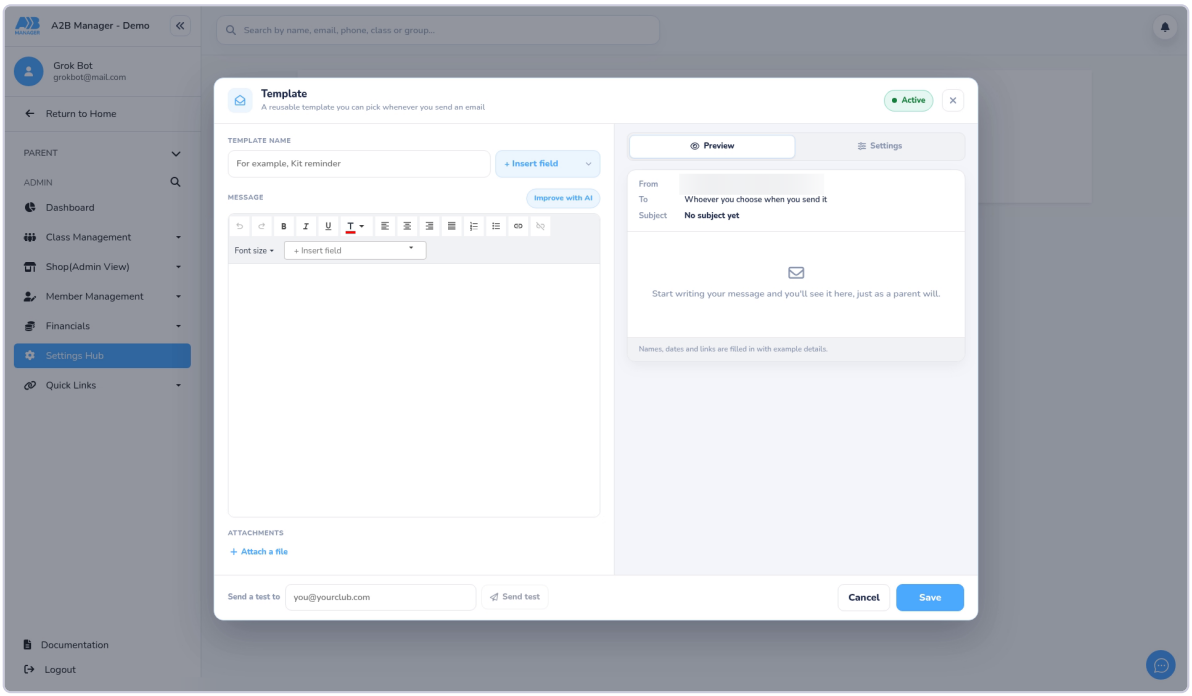
5. Choose who receives it (1:09)

- Open the **Settings** tab.
- **Send to the parent** sends the email to the parent on the account. Under **Also send a copy to**, add an address (for example your club inbox) if staff should get a copy. Leave it empty if you don't want one.
- Under **Sent from**, choose the From email address. Only verified addresses are listed. See Add new email sender address.
- To check it, enter your address in **Send a test to** and click **Send test**. Click **Save** to keep your changes, or **Cancel** to close without saving.



6. Create a reusable template (1:25)

- Click **All groups**, open the **Templates** tile and click **+** (or use **Add New**).
- Enter a **Template name**, for example Kit reminder, and write your message. Then click **Save**.
- When you email members, choose it from the **Template** list and the email fills in for you.



Good to know

- Each trigger has one email, which can go to the parent and send a copy to your club at the same time. You don't need a second email for staff.

- A class group can have its own version of an email, shown with the Unique badge.
- Deleting a template happens immediately. There's no confirmation and it can't be undone, so check before you click the bin.