

Email Templates in EMS

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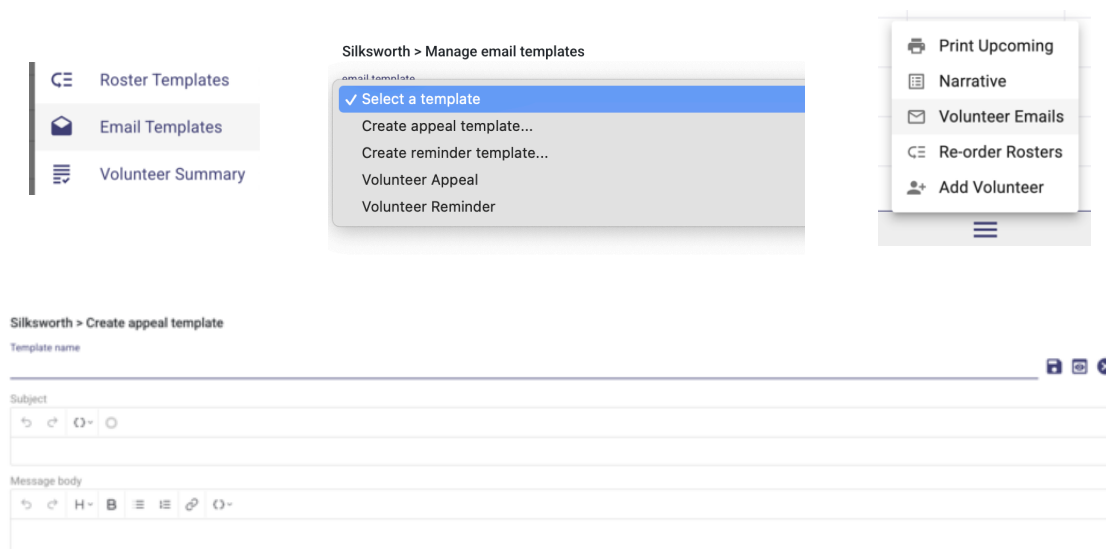
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EMS allows you to create customised email templates tailored to your event instead of using the system default.

These templates can be easily stored, managed, and updated within the platform, saving time otherwise spent typing or copying information from elsewhere. For example, they can be used to share volunteer meeting points, specify the location of your defibrillator (AED) or first aid kit, or highlight any important event-specific updates such as policy changes.

From the EMS main menu, select Email Templates. Using the drop-down list, you can create a new volunteer reminder or volunteer appeal, or edit an existing saved template.

Templates can also be adjusted directly before sending from the Volunteer Roster page. To do this, open the Volunteer Roster, then choose Volunteer Emails from the burger menu.



Placeholders

A number of placeholders are available for use. These appear as words enclosed in curly brackets (for example, {firstName} or {eventEmail}) and are automatically replaced with the relevant information when the email is sent.

Where applicable, placeholders are populated on a per-recipient basis. For instance, including {firstName} will personalise the message for each recipient. The same applies to the volunteer reminder message type - using {task} or {taskWithLabel} will insert the task name, or the task name followed by any applicable label, tailored to the specific duties assigned to each individual on the roster.

The volunteer reminder template also includes additional placeholders specific to a rostered event. To insert a placeholder, simply click on the icon {} and select from the available list. This can be done both when creating an email template in the Email Templates screen and when using a template from the Volunteer Rosters screens.

Before sending a message to all recipients, you can send a test email (to yourself or your event's inbox) to see how the message will appear in practice. The test message will be personalised using details from a random recipient for illustration.

The table below lists all currently available placeholders and the email types in which each can be used:

Key	Description	Volunteer Appeal	Volunteer Reminder
firstName	The first name of the person receiving the email	✓	✓
lastName	The last name of the person receiving the email	✓	✓
eventShortName	The event name, excluding both the word 'parkrun' and any place name after 'parkrun' given to some events with a common event name	✓	✓
eventLongName	The full event name, including the word 'parkrun' and any place name after 'parkrun' given to some events with a common event name	✓	✓
eventEmail	The primary event email address	✓	✓
author	This is the name of the person who is currently logged in to EMS - can be used as the signature of the email	✓	✓
rosterLink	This is the url (web address) of the future roster page for the given event; may appear as plain text in some email clients	✓	✓

eventDate	The date of the event in question, in the localised format (E.g. "30/07/2025" [UK], "07/30/2025" [US], "30.07.2025" [DE] etc)		✓
task	The name(s) of the task(s) that the recipient is due to perform at the event in question		✓
taskWithLabel	The name(s) of the task(s) that the recipient is due to perform at the event in question, with each task name followed its tag (if set, via the 'Roster Templates' screen)		✓
rdOnDay	The name(s) of the Run Director on the rostered day. Useful for email sign-off		✓
vcOnDay	The name(s) of the Volunteer Coordinator on the rostered day. Useful for email sign-off		✓