

Email template examples

Some examples of modified email templates for inspiration:

Account created

Field	Text	Notes
From	\${organisationName}	
Reply-to	Your Organisation <athens-noreply@eduserv.org.uk>	Best not to change the email part of this
Subject	OpenAthens account for \${accountForenames} \${accountSurname}	Added user first / last name to subject line
Message	<p>Dear \${accountForenames},</p> <p>The following OpenAthens account has been created/modified for you.</p> <p>Username: \${accountUsername}</p> <p>The following link should be used to activate your account: \${athensURL}?username=\${accountUsername}&activation_code=\${activationCode}</p> <p>If you cannot follow the link, you can copy and paste it into your browser.</p> <p>If you have any queries about your account you should contact the library counter either in person or via email: library@institution.com</p>	<p>Personalised greeting.</p> <p>Organisation specific support instructions</p>

Account expiring

This one is from an organisation using custom [self-registration](#) that has enabled the re-registration option. These reminders, if enabled, are sent at 30 and 15 days before expiry.

Field	Text	Notes
From	\${organisationName}	
Reply-to	Your Organisation <athens-noreply@eduserv.org.uk>	Best not to change the email part of this
Subject	OpenAthens account \${accountUsername} expiry notification	Adds username to subject line
Message	<p>Your OpenAthens account will expire on \${expiryDate}.</p> <p>If you will still be employed by Goliath National Bank beyond this date you may extend your account by renewing at http://register.openathens.net/gnb.bank/renewal.</p> <p>If you have any problems, please contact the research procurement team on researchprocurement@gnb.bank</p>	<p>Links to the page where the user can extend their account</p>

Account moved

This one is written from the perspective of a healthcare consortium where users move between hospitals with different resource allocations and have used our [API](#) to run their own self-service portal for users to create and update their own accounts.

Field	Text
From	\${organisationName}
Reply-to	Your Organisation <athens-noreply@eduserv.org.uk>
Subject	Welcome to your new organisation

Message	<p>Dear \${accountForenames},</p> <p>Your OpenAthens account has been moved within the system to \${organisationName} by the self service portal and the online research tools available to you may have changed.</p> <p>Your password is unchanged and your username is still \${accountUsername}.</p> <p>If you have forgotten your password, you can reset it in the self service portal at https://myportal.healthservice.gov/forgotlibrarypassword.</p>
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