

Alma Letters - some can't be edited or viewed

- **Product:** Alma
-

Question

We are trying to edit and print a sample of the letters enabled in our system. However, some letters can't open. Alma spins until we click "x" and exit this specific menu.

Answer

The Online Help (linked below) gives more context and confirms that these are technical letters.

ILL EMAIL TO USER

This letter cannot be customized.

Export User Letter

Does not contain any fields.

Invoice Payment Letter

It is just used for "Submission" (meaning, just a technical letter)

User Registration Letter

Not in use.

Process Creation

This letter cannot be customized.

The jobs use these letters as a technical "vehicle". At least for some of these jobs, without the letter enabled, they will fail. A good example is the "Analytics Letter", documented in this [Knowledge Article](#).

Additional Information

Link to the Online Help regarding "[Configuring Alma Letters](#)".

-
- **Article last edited:** 23-MAR-2024