
Customized Letter Content is not included in "Update/Notify Users" Job Emails

- **Product:** Alma
-

Question

Why is a local, customized letter not showing up in the emails sent to users with "Update/Notify Users" Send Letter? For example, the library wishes to send a welcome letter to Alumni or Community Borrowers, inviting them to sign-in to Primo via Social Login.

Answer

Review these steps:

1. Add a letter code, e.g. *WELCOME_ALUMNI*, in: Configuration > User Management > **User Notification Types**.
2. Edit the text in: Configuration > General > Letter emails > **User Notifications Letter**.
3. Link the Letter Code to the XSL segment of "notification_data/notification_type" in: Configuration > General Customize Letters > **User Notifications Letter**.

Kindly advised by an Alma customer:

Ensure the customized letter (step #3) contains the User Notifications Letter XSL template more generally with up to 8 lines, commenting out the ones you don't need. We have commented out the Password change specific part of line 1.

For example:

```
xsl:when test="notification_data/notification_type = 'WELCOME_ALUMNI' ">
<tr>
<td>
<h3>@@Line_1@@</h3>
<xsl:value-of select="notification_data/temp_password" />
</td>

</tr>
<tr>
```

1. Save, create a User set. It is recommended to test first on a small scale (small set).

Additional Information

For more information and options, see the Online Help on "[Configuring User Notification Types](#)".

- **Article last edited:** 27-AUG-2018