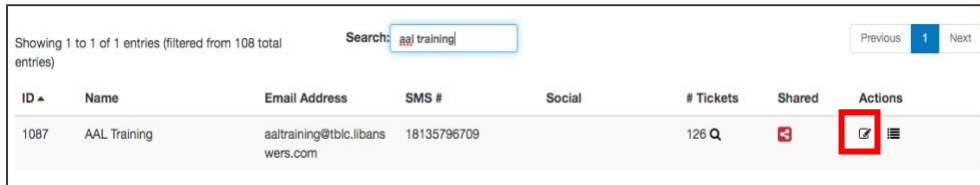


Enabling and Editing Email Form Auto Response

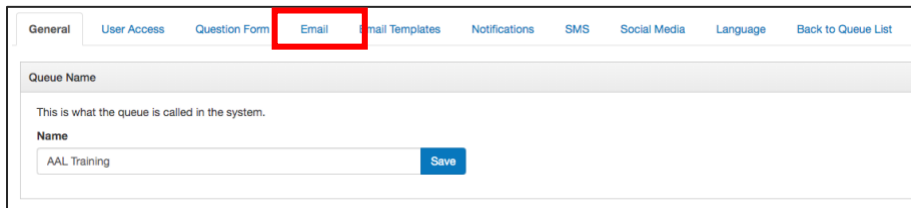
An automatic email response can be enabled to send to a patron as a confirmation of their form submission. This can be especially helpful if additional messages need to be sent during times of extended closures.

1. Log in to the LibApps dashboard
2. Under Admin on the orange toolbar, select Queues
3. Use the search bar to search for



your library and select the Edit icon under Actions

4. Under the Email tab, Select the Active button under “Auto Reply Email”



5. Choose how you would like to schedule the Auto-Reply
 - a. Always active
 - b. Active Only During Off-Hours
 - c. Active When Scheduled

Auto Reply Email

Control whether a patron receives an automatic response email upon submitting a ticket via email or via the question form. If active, patrons will automatically get an email upon ticket submission to this queue. If inactive, patrons will only receive a confirmation email via the question form if they check the option to receive confirmation, and patrons submitting tickets directly via email will not receive a confirmation email.

Note: A required security question will automatically appear on question forms if this setting is active. (I.E. "What does 2 + 2 equal?") Patrons will only receive one auto-confirmation message per email address, per minute in order to prevent spam attempts. If an optional confirmation email field was included on your question form, this will not be shown when auto-reply confirmations are active.

To customize the automated message, go to Email Templates > Submission Confirmation email template.

Active
 Inactive

Schedule Auto-Reply Setting

Use this setting to control whether the auto-reply email is sent out all the time, during a scheduled period, or only during your off-hours (set up in the Question Form > General Settings tab). Note: Scheduled Auto-Replies will begin and end at midnight for the selected days.

Always Active: A confirmation email will go out for every ticket submission (including SMS Tickets) in this queue.
 Active Only During Off-Hours: A confirmation email will go out for every ticket submission sent during your defined off-hours.
 Active When Scheduled: A confirmation email will go out for every ticket submission sent during your defined date range set out below.

6. Edit the desired message under the Email Template tab and “Submission Confirmation (to patrons)” expansion box

General User Access Question Form Email **Email Templates** Notifications SMS Social Media Language Back to Queue List

Queue Name

This is what the queue is called in the system.

Name

AAL Training

Submission Confirmation (to patrons) ^

Template used when the patron opts to get a confirmation after submitting their question or if the "Auto-Reply" confirmation email is turned on at the queue level. Confirmations are, by default, an optional setting at the bottom of the [Question Form](#) tab. To turn on the "Auto-Reply" confirmation emails, head to the [Email](#) tab. [List of available tokens to insert in this email template.](#)

Subject

Your submission to LibAnswers was received.

Body

```
<p>Hi {{(name)},</p><p>Your question was successfully submitted to LibAnswers:</p>
{{{(output)}}}
<p>We will get back to you as soon as possible! In the meantime, you might want to <a href="http://{{(domain)}}/">search our FAQs</a> for related FAQs that may answer your question.</p>
```

Preview changes *before* saving. If you use the "Restore Default", you must "Save" afterwards.