# HTML-Formatted Emails

## Overview

More and more users are using the direct Email functionality of HLMSW (which uses a service called SMTP) but emails sent this way could never look as nice as the ones sent using your usual email system.

With version 8.00.4.0, HLMSW now provides the option to use HTML formatting rather the plain text to allow for more possibilities in the presentation of your client communications.

Emails can now include formatting and elements such as

- **bold** or *italicized* text
- text in different colors
- different sized text
- horizontal lines
- images
- Internet links
- Formatted signatures

Although these look a lot better than plain-text emails, sending HTML emails do have some disadvantages – HTML emails are larger, they may look different from computer to computer, and are also more susceptible to false positives by anti-spam systems.

HLMSW does not have a WYSIWYG (what you see is what you get) editor - all html codes are displayed in the message itself but are displayed differently so you can distinguish between normal text and the codes.
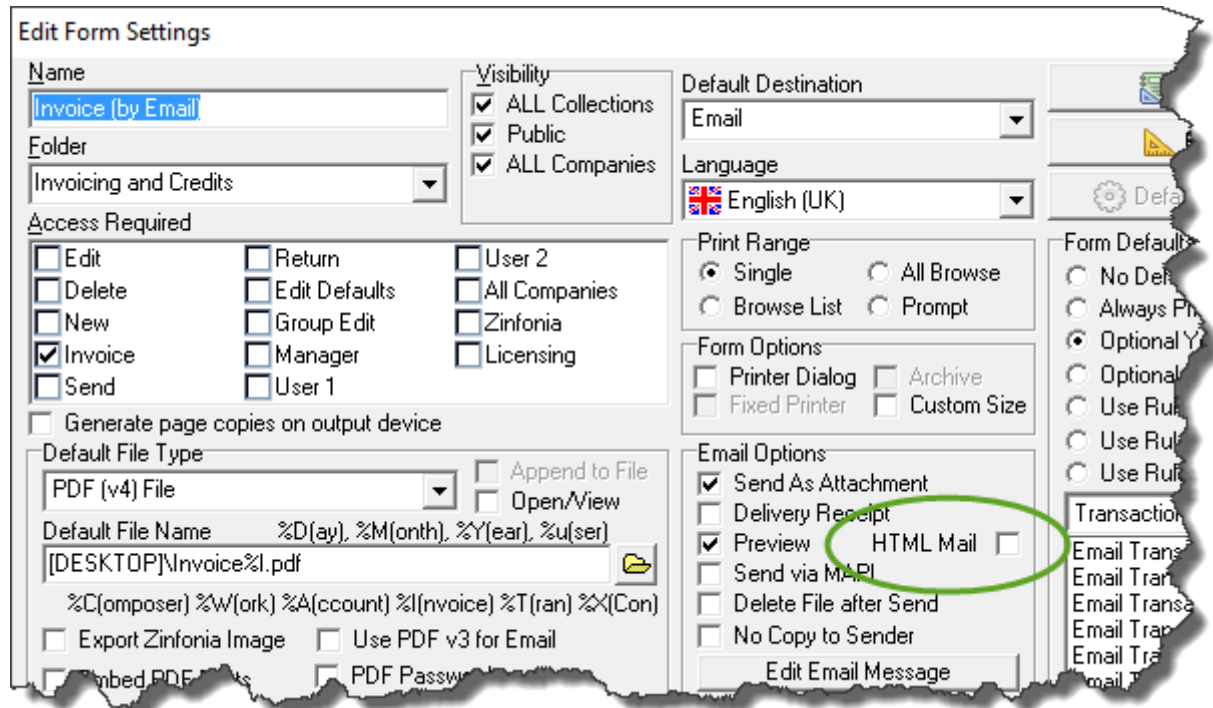
# Requesting to HTML Emails

HTML emails are NOT selected by default, and this can be requested on a form by form basis by selecting the option in the Forms Editor here:
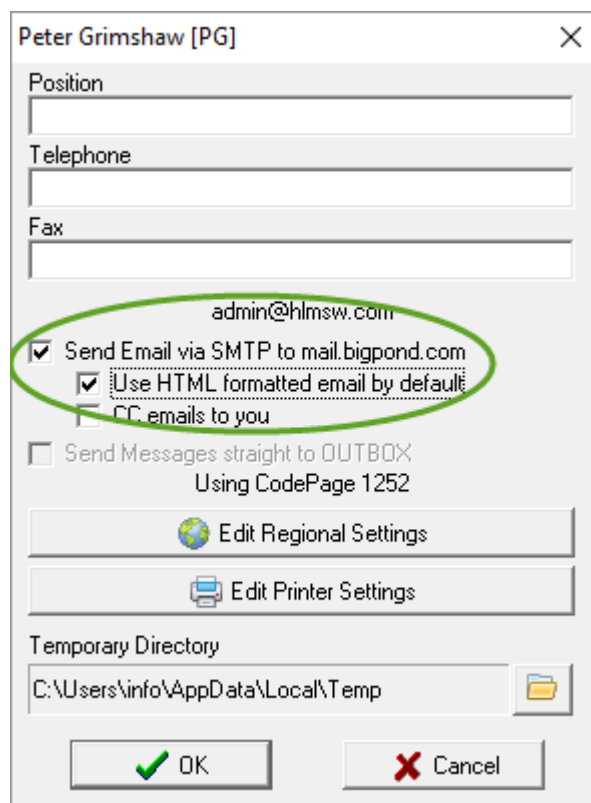


or every user can make it their default method for sending email using the option under the Utilities/Personal Details…. Menu option.

When the *Use HTML formatted emails by default* option is selected, every new email you create (by clicking on an email address in the Account screen for example) will use HTML formatting.

A new option in this screen also allows you to select whether or not you receive copies of every email sent.

**Note:** these options are NOT available when using MAPI (Outlook) services
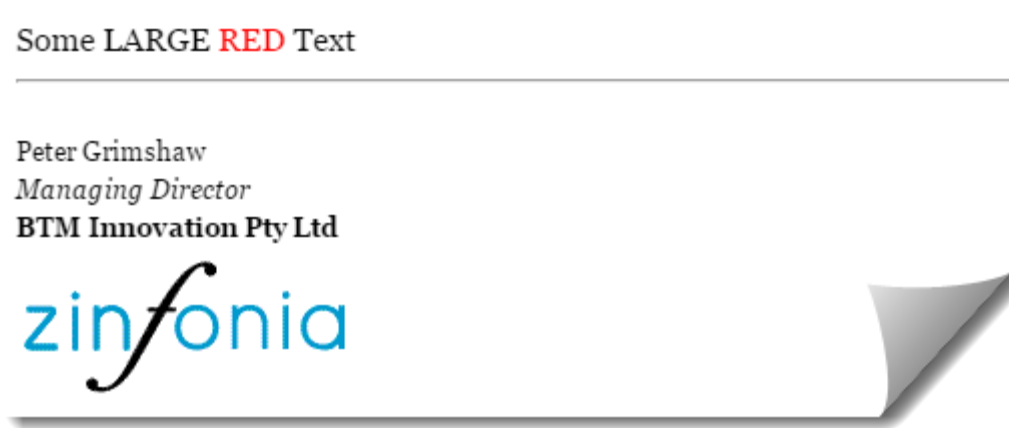
# Adding HTML to your Emails

You can add any valid html codes directly into your text which will look something like this:

```
<span class="largetext">Some LARGE <span class="redtext">RED</span> Text<
/span>
<hr/>
Peter Grimshaw
<i>Managing Director</i>
<b>BTM Innovation Pty Ltd</b>
[COMPANYLOGO]
```

And when it arrives, it will look like this:

Some LARGE RED Text

Peter Grimshaw
*Managing Director*
**BTM Innovation Pty Ltd**

zinfonia

Not everyone knows how to use HTML codes and so HLMSW includes a number of quick shortcuts to some useful formatting options which are available by using the right-click option in the Editor.
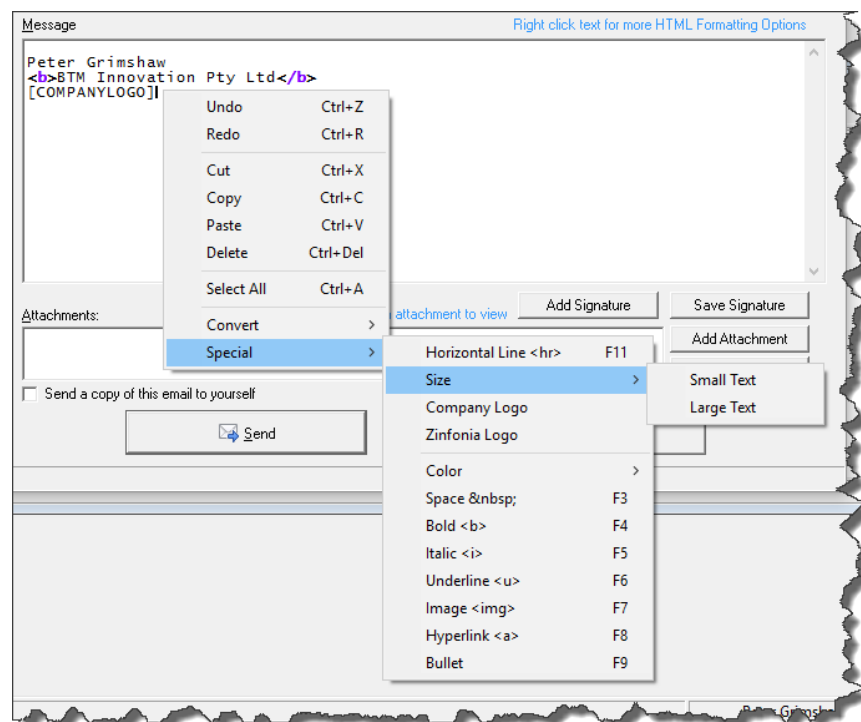
The best way to use this is to use the keyboard shortcuts. For example, for **BOLD** text (which has a shortcut of F4), you first select some text and then press **F4** and the selected text will be surrounded by the HTML code for bold <b>…</b>
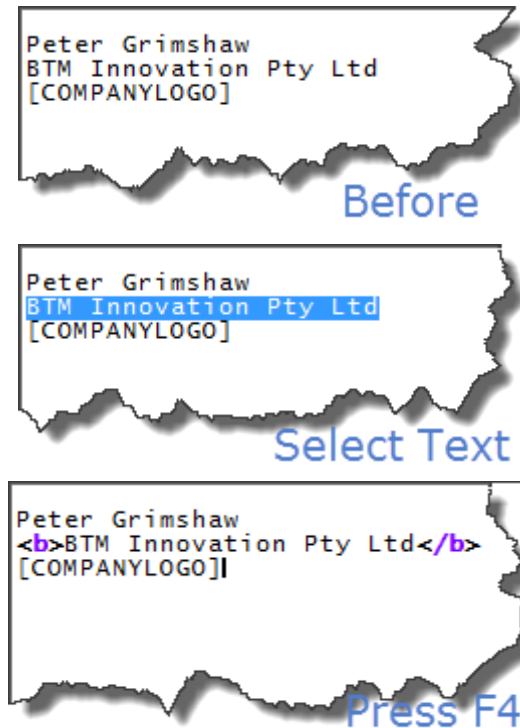


A complete list of all of the available formatting options follows:

- **F11 Horizontal Line** <hr/> places a horizontal line across the page
- **Size/Small Text/Large Text** Increases or decreases the size of the text
- **Company Logo** places your company logo into the email (if registered in Zinfonia)
- **Zinfonia Logo** places the Zinfonia logo into the email
- **Color/Red Text/Blue Text/Gray Text** changes the color of selected text
- **F3 Space**   places a hard space into the text
- **F4 Bold** <b> makes the selected text **bold**
- **F5 Italic** <i> sets the selected text *in Italics*
- **F6 Underline** <u> places an underline under the selected text
- **F7 Image** <img> prompts you for the url of an image to display in the email **Note: images must be already available on the internet to be viewable in an email**
- **F8 Hyperlink** <a> prompts you for a URL to place in the text. **Note: URLs should be fully qualified (starting with http or https) and you can change the text that is displayed by the URL be editing the text in between the <a…> and </a> codes**
- **F9 Bullet** <u> inserts a bullet · into the text

This list is not comprehensive, and if you know other HTML you would like to use, you may add it (but we recommend testing the resulting email before sending the content to your clients).

## Adding a HTML Signature

One common use of HTML emails is to include a signature with every email that may point to other resources (like your corporate website), or include disclaimers. To create a HTML signature, simply add the text to an email, select it and the press the **SAVE SIGNATURE** button. You can have a different signature for HTML and Plain text emails.
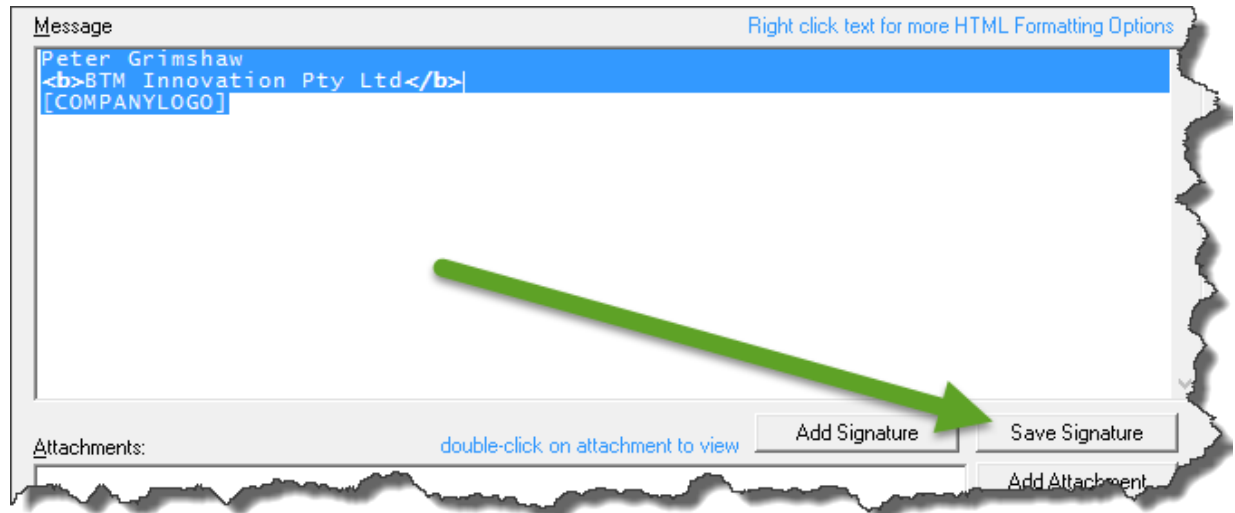


## Change the Base Font for Emails

The base font for your emails can be changed using the CSS style excerpt that you will find in the HLMSW Configuration Editor in the Edit Mail/FTP Defaults button on the System Defaults tab of the HLSMW Config Editor.

The default settings are:
font-family: Verdana, Geneva, sans-serif;font-size: 10pt;color: #000;background-color: #FFF

Note: There are many rules about CSS formatting for emails that require certain conventions (such as CSS-safe fonts, background colors etc) and so if you want to change this from the default values, I suggest you run the change us me first.



Peter Grimshaw
Friday, 23 September 2016