# Manage Automated Emails

Automated emails are notifications that are scheduled to be sent to patients in relation to specific events and times. For example, you might want to send an appointment reminder to patients at 8:00 AM on the day of their appointment.

Administrators can customize the date, time, and content of automated emails, including the use of dynamic placeholders that insert event-specific details for each user.

## To set-up and schedule automated emails

1. In Juvare Events, on the left, click **Events**. The *Events* page opens.
2. Locate the event and, on that row, click **Open event dashboard.** The *Event dashboard page* opens.
3. On the left, in the **Settings** menu, click **Send Out Emails** to expand the options.
4. Under **Send Out Emails**, click **Automated Emails**. The page opens.
5. To create a new automated email, click **Create a New Rule**. The page opens.
6. Make sure the **Enable** check box is selected.
7. In the **Content** section, take these actions.
    a. For **Subject**, enter the title or main focus of the email.
    **Note**: Dynamic tags listed below the field can be used as placeholders to customize the subject. In the Subject field, at the appropriate location within the subject, click a dynamic tag to insert it.
    b. For **Message**, enter the body or main content of the email.
    **Note**: Dynamic tags listed below the field can be used as placeholders to customize the message. In the Message field, at the appropriate location within the message, click a dynamic tag to insert it.
8. In the **Recipients** section, take these actions.
    a. For **Send Email to**, specify the type of patient to whom you want to send this email.
    **Note**: We recommend keeping the default **Everyone Who Created A Ticket Order** check box selected.
    b. For **Send Email to**, keep the default **All Products** check box selected or select the check box for a specific product or medication.
9. In the **Time** section, take these actions.
    a. For **Type of Schedule Time**, select the check box for one of these options.
        i. **Absolute**, the email will be sent on a specific date and time.
            1. For **Send Date**, enter the **Date** and **Time** you want the email sent.
        i. **Relative**, the email will be sent a certain number of days before or after the event starts or ends.
            1. Select one of these options.
                a. **Before event starts**
                b. **Before event ends**
                c. **After event starts**
                d. **After event ends**
            2. For **Send Date**, enter the **Number of Days** before or after the event at which you want the email sent.
10. Click **Save**.

## To edit an existing email rule

1. In Juvare Events, on the left, click **Events**. The *Events* page opens.
2. Locate the event and, on that row, click **Open event dashboard.** The *Event dashboard* opens.
3. On the left, in the **Settings** menu, click **Send Out Emails** to expand the options.
4. Under **Send Out Emails**, click **Automated Emails**. The page opens.
5. Locate the rule you want to edit and, on that row, click the edit icon.
6. Take one of these actions.
    a. Enter or edit the setting details.
    b. To disable the rule, clear the **Enabled** check box.

## To delete an existing rule

1. In Juvare Events, on the left, click **Events**. The *Events* page opens.
2. Locate the event and, on that row, click **Open event dashboard.** The *Event dashboard* opens.
3. On the left, in the **Settings** menu, click **Send Out Emails** to expand the options.
4. Under **Send Out Emails**, click **Automated Emails**. The page opens.
5. Locate the rule you want to delete and, on that row, click the delete icon.