

eSuite Security Password Reset Template Information

new world ERP – Foundation



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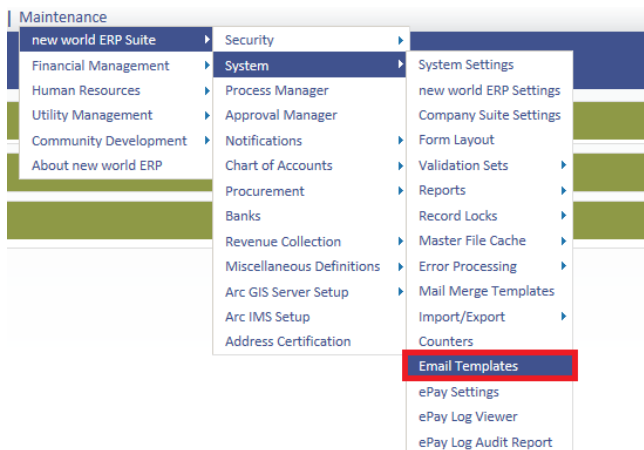
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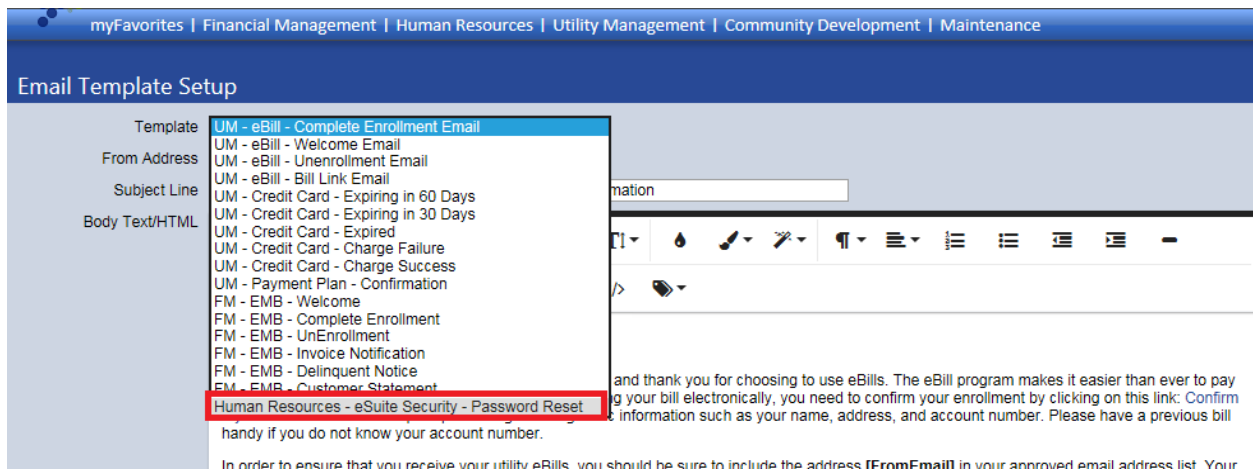
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When the employees select **Reset Password** from the eSuite Portal login page, a generic “eSuite HR Portal Password Reset” email will be sent. The template may be modified if needed.

The template is located within the new world ERP software. Navigate to Maintenance > new world ERP > System > Email Templates:



In the *Template* field, select **Human Resources – eSuite Security – Password Reset**:



Once the **Human Resources – eSuite Security – Password Reset** template is selected, you may personalize it for your organization.

eSuite Security Password Reset Template Information

The **Human Resources – eSuite Security – Password Reset** template currently looks like the picture below:

Email Template Setup

Template: Human Resources - eSuite Security - Password Reset

From Address: someone@tylertech.com

Subject Line: eSuite HR Portal Password Reset

Body Text/HTML:

eSuite HR Portal Password Reset

Hello [FirstName],

We received a request to reset your password on [RequestDate].

To complete the process please click on the link below. The link will expire on [ExpirationDate].

[Click here to reset password](#)

If you did not submit this request you can ignore this email and continue to use your existing password.

Best regards,

New World Human Resources

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Save Reset

Before you change the email template, please review the tips and screen shots below. There are a few merge fields and a hyperlink within the existing template that **you will need to keep** in your modified template.

Tips regarding the **eSuite Security – Password Reset** email template:

1. The first field in the template is the *Template* field. This field displays the template name.
2. The *From Address* field is required. The email address that is defined in this field could receive email replies from your organization’s employees. This will occur only if an employee selects **Reply** to the “Reset Password email”:

Email Template Setup

Template: Human Resources - eSuite Security - Password Reset

From Address: someone@tylertech.com

Subject Line: eSuite HR Portal Password Reset

Body Text/HTML:

eSuite HR Portal Password Reset

Hello [FirstName],

We received a request to reset your password on [RequestDate].

To complete the process please click on the link below. The link will expire on [ExpirationDate].

[Click here to reset password](#)


If you did not submit this request you can ignore this email and continue to use your existing password.

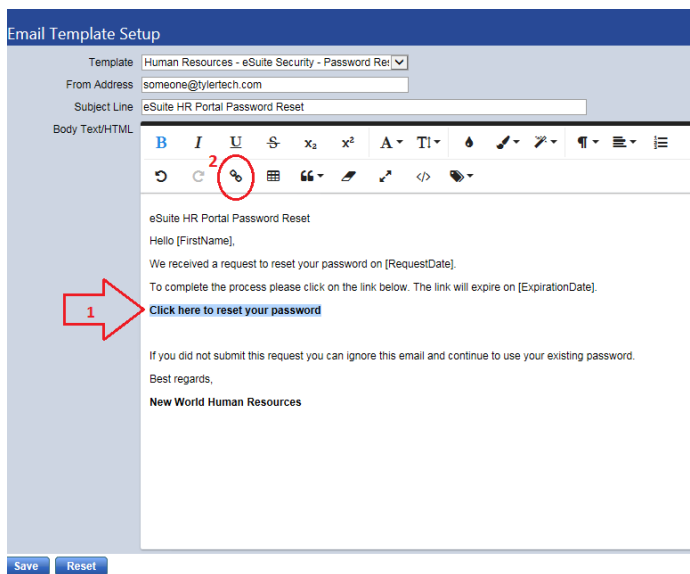
Best regards,

New World Human Resources

Save Reset

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3. Do not remove the fields with brackets, *[FirstName]*, *[RequestDate]* or *[ExpirationDate]*. See the arrows in the screen shot above.
4. If removed, key in as defined in item 3: with brackets, case sensitive and no spaces.
5. Do not remove the hyperlink, *Click here to reset your password*.
6. If you removed the hyperlink, *Click here to reset your password*, type the phrase in an appropriate location in the email.
7. Highlight the phrase, *Click here to reset your password* (see #1 in the screen shot below).
8. Select the icon “Insert Link”  from the options at the top of the email (see #2 in the screen shot below):



9. The URL (above the line) will appear blank. Type **[ResetLink]**, with brackets, case sensitive and no spaces. The phrase that you highlighted, *Click here to reset password*, will appear in the text area. Select **Insert**. **Save**. Continue with any other changes necessary within the email, **Save**.

eSuite Security Password Reset Template Information

Email Template Setup

Template: Human Resources - eSuite Security - Password Reset

From Address: someone@tylertech.com

Subject Line: eSuite HR Portal Password Reset

Body Text/HTML

B I U S x₂ x² A T

Q

[ResetLink] URL

Click here to reset password Text

Open in new tab ☐

Insert

Best regards,
New World Human Resources

10. As soon as you select **Save**, this email template will be the response sent to your employees when resetting their passwords.