**Using Personal Email Templates in the ATS**

There may be instances when a recruiter or hiring manager may need to send a personal email message to a candidate. As an example, you may want to send a message if an interview time or location is changed, or you may send a follow up message requesting additional documentation following an interview.

ATS users can create a personalized email template that can be saved and used later to send email messages to multiple candidates or other contacts. Commonly used fields, such as Req ID and Candidate Name, can be added to the template, as well as logos. See “Using Email Templates in the ATS” below to learn how to send an email to a candidate using an email template.

**NOTE:** Emails sent from personal email templates will be sent from the MIT email address of the ATS user. This feature should not be used if the sender wishes to correspond anonymously. The “Not Selected” and “Position Filled” email templates in the “Applicant Communication” ATS folder can used for this purpose since the emails are sent from “MIT Staffing Services (noreply@mit.edu)”. More information can be found on the ATS Information site.

### Create an Email Template in the ATS

To create an email template

1. Go to **Candidates > Manage Email Templates**. The Manage Email Templates dialog box appears.

2. Enter an email Template Name.
3. Enter an email Subject and enter the text that will be displayed in the email message.
4. If you want to add specific data about a requisition or candidate in the email template, do the following:
   a) Click Insert Variable Field.
   b) Select a variable field from the drop-down lists under Commonly Used Fields or Additional Fields.
   c) Click Insert Variable Field.

(The numbered steps can be seen in the screenshot below)

5. To add an image to the email template, click Insert Image in the style formatting area and do the following:
a) Click Upload and to browse to images in your local directory and upload the desired image. You cannot upload a file that is larger than 2MB.

b) Select the image from the Insert Images dialog box. If desired, you can change the size of the image by entering values in the Width (px) and Height (px) fields.

c) (Optional) In the Alternate Text field, enter text that appears when the image cannot be displayed (for example, some email applications disable images). The alternate text should be a description of the image.

d) Click Insert. The image appears in the Manage Email Templates dialog box.

6. Click Save. When saving an email template, data tags added to the template are validated. An error message appears if the template has invalid tags.

Using Email Templates in the ATS

1. Search for a candidate to send an email message by doing one of the following:
   a) Navigate to a requisition folder, right-click on the candidate name and select Email Candidate.
   b) Navigate to a requisition folder to display the Candidate List. Select the check box next to candidate and click Actions and then select Email Candidates from the drop-down list.
   c) From the Candidate Profile, click Actions and then select Email Candidates from the drop-down list.

2. On the Email dialog box, the From field is automatically populated with the sender’s email address. This is informational and cannot be changed or modified in any way.

3. When the email is sent to one candidate, the candidate’s email address is visible in the To field. To add additional recipients the email message, click the To, CC, or BCC button.

4. Select an existing email template from the Saved Templates drop-down list. (See “Create an Email Template in the ATS” to learn how to create a Saved Template) When a template is selected, the email subject and the email body are populated.
5. If desired, add an attachment.
6. Click Spell Check to confirm spelling in text fields.
7. Click Send Email to send the message. The green text box seen below should now appear, confirming that the email was sent successfully.

8. Any Variable Fields will be autopopulated in the resulting email. NOTE: The “Preferred Name” field is optional and is not always filled in by the applicant.

Contact ats-help@mit.edu for assistance. Visit http://hrweb.mit.edu/staffing-services/ats-help for more information.