Customize Invitation Emails

WSO2 Cloud enables you to customize the emails sent to users. You can customize the emails by adding your own logo and changing the content in the emails. Following are the two types of emails that can be customized according to your requirements.

1. Emails for invited users  
2. Emails for self sign-up users

If you want to make your own customizations as demonstrated below, contact WSO2 API Cloud Support via a support request or chat.

To customize the emails you need to provide the following:

- Text for each email. The text may include hyperlinks and other formatting.
- Header image with your logo with the following dimensions - width: 251 px, height: 75 px.

Emails for invited users

There are three types of invitation emails that are sent to members, depending on the role(s) selected:

1. Invitation for subscribers  
2. Invitation for publishers  
3. Invitation for users with other roles or multiple roles

The default invitation email, with the WSO2 logo and graphics, sent to the Subscriber and Publisher roles is in the following format:
Hi,

You have been invited to join MyOrganization, which is an organization powered by WSO2 Cloud. You have been assigned the APICloudPublisher and APICloudSubscriber roles.

Click this one-time link to log in: https://cloudmgt.cloud.wso2.com/cloudmgt/site/pages/confirm-verification.jag?confirmation=617a4eba-b87c-43da-c1a5-9566a65f6cd5&isinvitee=true

If you have any questions or need help, please contact us at cloud@wso2.com or simply reply to this message.

Regards,

WSO2 Cloud Team

WSO2 API Cloud provides you a one-time link, which will be sent with the invitation. You can customize the content of the email and choose where the one-time link should be included. The fields for the roles will be replaced according to your selection. You can also include your own logo and graphics to customize the email further.

An example of a customized email (for users with multiple roles), is shown below:
Hi,

You are invited to join with ABC Company's API Store. You have been assigned the roles API Cloud Publisher and API Cloud Subscriber.

Click this one-time link to log in:
https://cloudmgt.cloud.wso2.com/cloudmgt/site/pages/confirm-verification.jag?
confirmation=617a4eba-b87c-43da-c1a5-9566a65f6cd5&isInvitee=true

If you have any questions or need help, please contact apistore@abc.com. We are looking forward to working with you!

Regards,

ABC Company API Store Team

☑️ Note: The invitation emails are sent with the subject "WSO2 Cloud Services". To customize the email subject, include the new subject in your request email to WSO2 Support.

Emails for self sign-up users

There are three types of emails sent to after the user configures self sign-up.

1. User notification email

This is an example of a user notification email

Hi,
The organization <organizaton-name> has not yet approved your request. We will notify you when it's approved.
If you need any further clarification, please contact <tenant admin's emailaddress>
Regards,
<tenant-admin's signature>

2. User rejection email
This is an example of a user rejection email

Hi,
We regret to inform you that <organizaton-name> has not accepted your request to sign up to their API Store
If you need any further clarification, please contact <tenant admin's emailaddress>
Regards,
<tenant-admin's signature>

3. User approval email

This is an example of a user approval mail

Hi,
We are pleased to inform you that <organizaton-name> accepted your sign-up request. Please use the following link to log in to the API Store: <user-approval-link>. If you need any further clarification, please contact <tenant admin's emailaddress>
Regards,
<tenant-admin's signature>

The default email notification will be in the following format.

Hi,

The organization MyOrganization has not yet approved your request. We will notify you when it's approved.
If you need any further clarification, please contact my_organization@wso2.com.

Regards,
Admin

An example of a customized email(user notification) is shown below.
Hi,

Thank you for showing interest in our API platform. We are currently reviewing your API registration request, you should expect a confirmation email within 24hrs.

If you need any further clarification, please contact admin@abc.com.

Regards,

ABC Company API Store Team