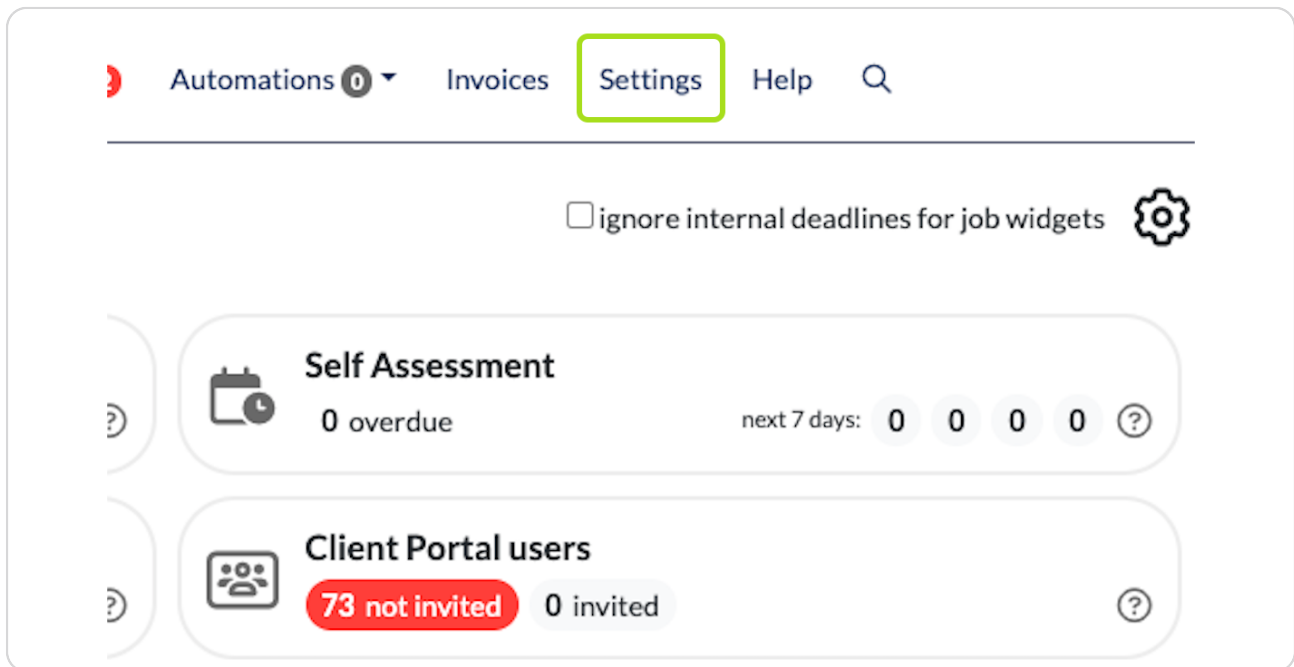# Setting up Automated Emails for services

This is how to set up email automation at a Global level for all clients with a service turned on. You can then edit it to each client in the the tailored automation menu in each client

16 Steps   [View most recent version on Tango.us](#) ⎋

Created by	Creation Date	Last Updated
Johann Goree	June 3, 2023	June 3, 2023

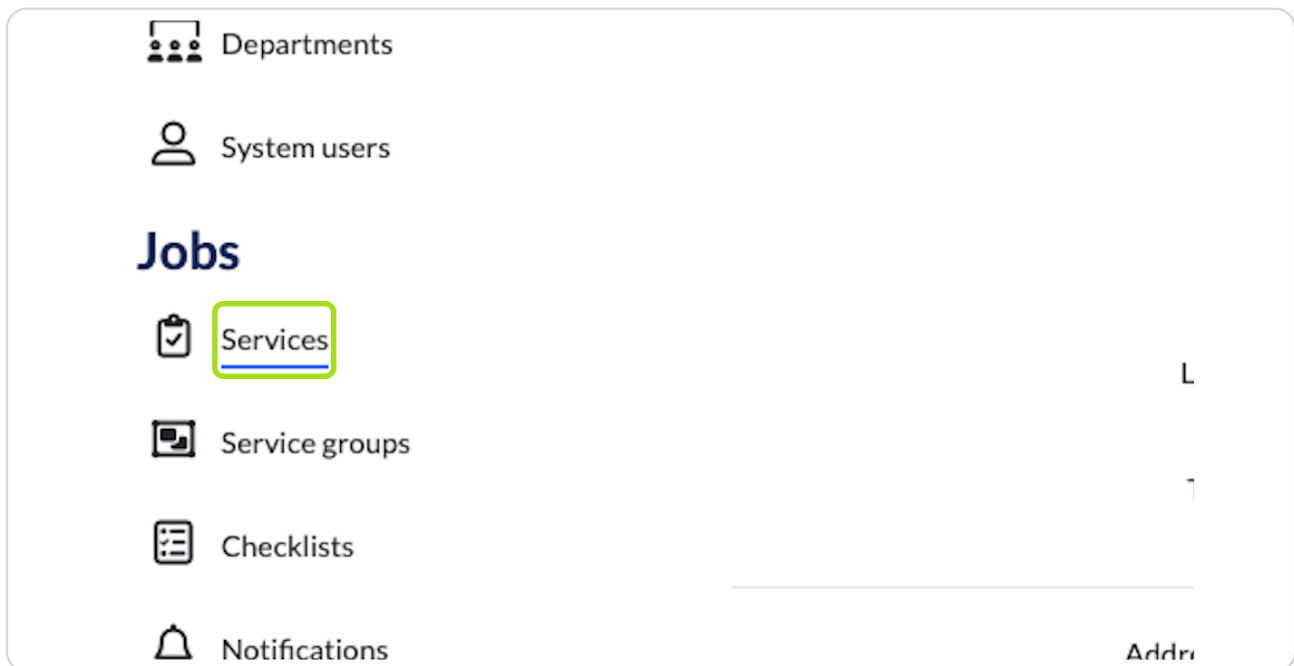**STEP 1**

Click on Settings

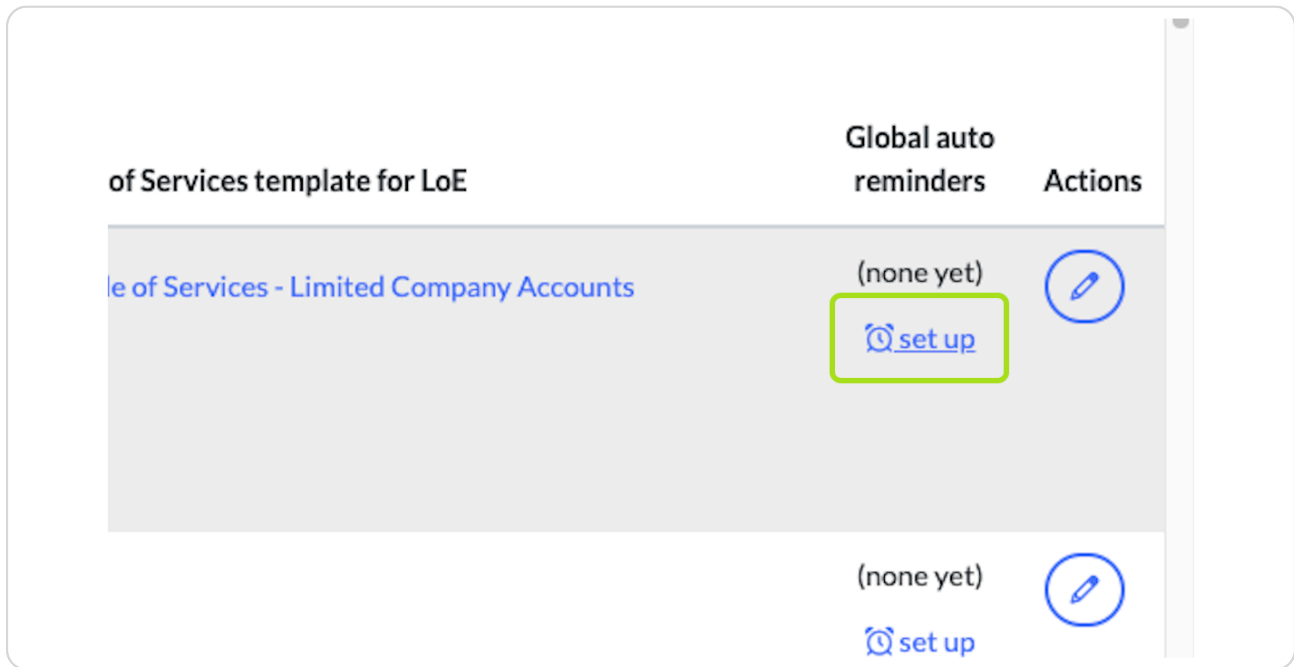**STEP 2**

Click on Services
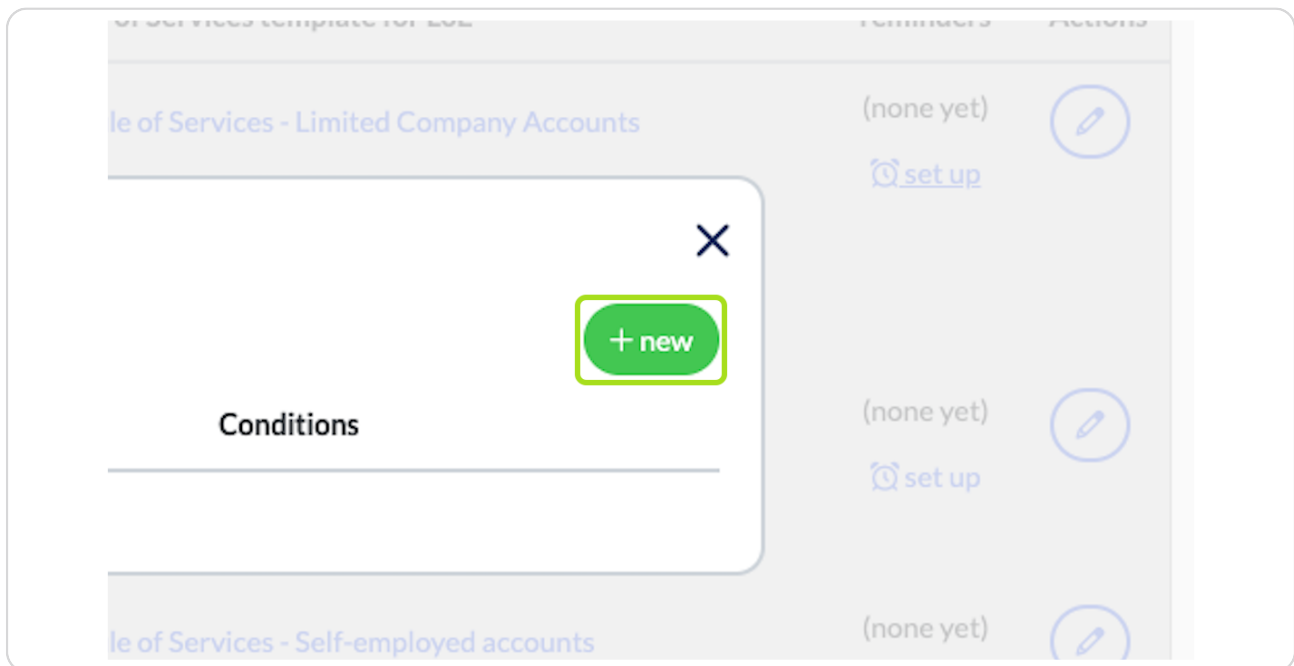
Click on set up on the service you want to add automated emails

Click on new

Complete the settings set up

Enabled – this turns the automation on or off
Queue – choose this if you want to check the emails before they send, turn this off if you are happy auto-sending the email with no checks
time – set a time for the automation to happen

STEP 6

Click on Send an email from template, you will need to have created the email template in settings before doing this so you can select it on the list

STEP 7

Choose if it goes to all contact or primary contact. If you need to chose another contact then you can do this once the automation is set here by going into the specific client and tailoring it to that client,

Choose the outbox to use

Tell it when to do it

STEP 10

If you want the email to repeat send until you tell it not to click repeat

STEP 11

Tell it how often to repeat it and until when

Confirm what conditions have to be met to send the automation

you can choose to determine if the email will send based on job status

STEP 14

Click on Job status...

STEP 15

Click on Save

You can review the automation and add more to the service from here

Tango

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