

## Email Templates

An email template is a pre-written email message that can be reused multiple times. Instead of typing the same message repeatedly, you can insert a saved template and simply personalize it as needed.

For VFW Accredited Representatives, this means less typing, fewer errors, and more consistency when communicating with veterans, family members, and the VA.

Below are the steps on how to create an email template:

1. Open a New Email in Outlook
2. Draft the email you want to use including the subject and any files you would like attached to the email.
3. Click **File**, then **Save As**, and look on the new window for **Save as type** and select Outlook Template. Name the Template and hit **Save**

With your template created, you can now use it; below are the steps to use templates:

1. From the Outlook Screen select **New Items -> More Items -> Choose Form**.
2. A window will appear and from the drop-down window at the top that says “**Look in**” select **User Templates in File System**.
3. Select the template you would like to use and click **Open**
4. Fill in any claimant-specific information you need, such as email address, name, conditions to file, or next steps.
5. Send the email and move on to the next veteran

