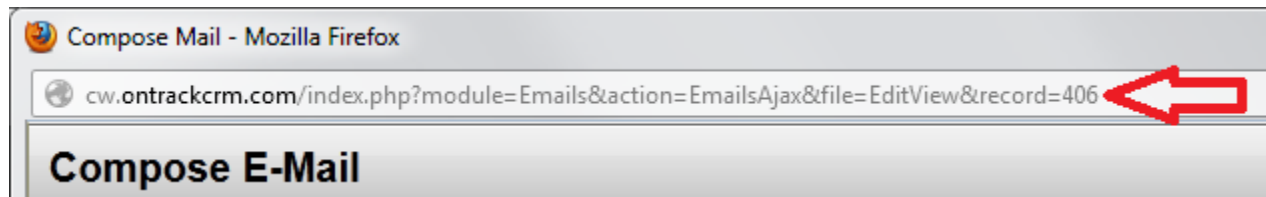Unfortunately, there is no direct access for users to create their own email templates. There is however a method to accomplish the same result. Follow the steps below;

Compose Your Email

- In onTrackCRM, access your test contact record
- Compose the email exactly as you want the template to be written. Remember to use Email Merge Tokens found in Power Reports if you plan to have the contact's name merged into the email.
- Save or send the email

Request Template Creation

- Once your email is exactly as you want it to be, open it and obtain it's Record ID

- Send an email to support@ontrackcrm.com with the URL for your ontrack and the Email ID

- The email you composed will be converted into a template that will be accessible using the Select Template button in the email compose window.