



Updating to the New Email Templates Editor

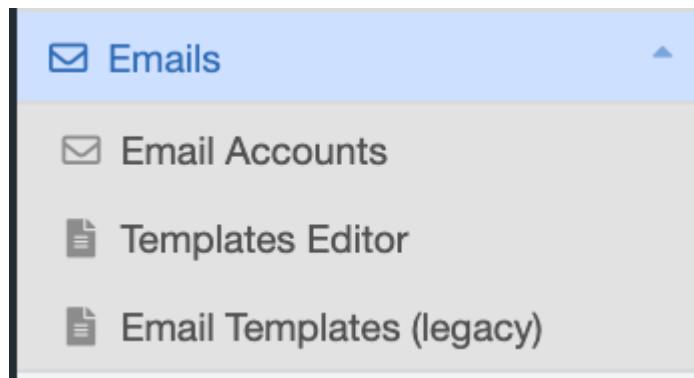
Emily Booth - 2026-01-14 - [Comments \(0\)](#) - [Horizon Migration](#)

When updating to the new Email Templates editor, you will first need to head to Admin > Dashboard to Enable the feature:

New Email Templates: Improved email templating and new template editor. [Enable](#)

When the feature has been enabled, your helpdesk will automatically attempt to update all email templates into the new format. If this is successful, you will only see the 'Templates Editor' option in Admin > Emails.

However, if there are any custom templates that have not been successfully updated, you will also be able to view the 'Email Templates (legacy)' option in Admin > Emails. Any email templates that could not be automatically converted will continue to be used (for example in triggers) until you manually convert them to the new template system by following the steps laid out below.



When viewing the 'Email Templates (legacy)' page, you will be able to see a list of custom templates that will need to be manually updated, in addition to any triggers or defaults the template is used for. It may also state if a template is unused, and is safe to delete if you no longer use it.

2 email templates need upgrading		
This is the legacy template editor. These old templates lack the new features added in Deskpro v5.7. These old templates will soon stop working. You need to update them to use the new system. Updating your templates is easy and most of the times only takes a couple minutes. Please refer to our guide here.		
Template	Status	Actions
DeskPRO:emails_custom:greeting-ticket-reply.html.twig (view)	Used in Trigger 10	Update Template Delete Template
DeskPRO:emails_custom:custom-task-reminder.html.twig (view)	Unused (safe to delete)	Update Template Delete Template

You will have the choice between two actions for each email template, either to 'Update Template', which will

allow you to update the existing template to the new format, or 'Delete Template', which will remove the template from your helpdesk.

If you wish to update the template, you will be redirected to the new Templates Editor, with the new template format on the left, and the old template format on the right. You can update the new template in this window using your old template as a reference, and an option to 'Preview' the new template is available as a toggle above the old template.

Please note that in some cases, you may need to replace old code with a different code snippet that is being used in the new template editor (for example if you have used '<dp:agent-reply />' in a custom email template, this code won't work in the new templates). Please see [this article](#) for an example of some of the common code replacements you may need to use.

Custom Emails English + New Template

greeting_ticket_reply.html

Email subject:

```

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16

```

Email:

```

1 <html>
2 <head>
3 {{block:resources.html.twig}}
4 </head>
5 <body>
6 {{email_common:email_code_top.html.twig}}
7 {{block:header.html.twig}}
8
9
10 <!-- Insert your content here -->
11 {{block:footer.html.twig}}
12
13 {{email_common:email_code_bottom.html.twig}}
14
15 </body>
16 </html>

```

Please copy your changes into the new template on the left side, you can switch to the preview to see how your email will look

Preview

```

1 <dp:subject>{{ phrase('user_email_subjects_tickets_re') }}</dp:subject>
2 {{ phrase('user_emails.greeting') }}
3
4 <dp:agent-reply />
5
6
7
8 <br /><br />
9
10
11 <dp:ticket-history />
12
13
14 {{ if app.isPortalEnabled() }}
15
16 <br /><br />
17
18

```

Save changes Undo changes Save and Mark as converted Delete

When converting a custom template and converting the subject, you will notice this is shown wrapped in <dp:subject> </dp:subject> and this wrapping is unnecessary so can be removed when moving into the subject field:

Custom Emails English + New Template

graces_reply.html

Email subject:

```

1 RE: {{ticket.subject}}

```

Email:

```

1 <html>
2 <head>
3
4
5

```

Please copy your changes into the new template on the left side, you can switch to the preview to see how your email will look

Preview

```

1 <dp:subject>RE: {{ticket.subject}}</dp:subject>
2 <dp:agent-reply />
3 {{ if ticket.department.id == 1 }}
4 <br />
5 {{ action_performer.display_name }}

```

You can save your progress at any time by selecting the 'Save Changes' option, and once you have completed the update, you can 'Save and Mark as converted'. This will remove the old template and update all relevant triggers to use the new template.

Please ensure you are happy with the new template before you mark it as converted as you will no longer have a backup copy of the old template to refer back to after that point and the new template will start being used in the same triggers as the previous template immediately.

Once all templates have been converted, the 'Email Templates (legacy)' option will disappear from Admin > Emails. Any updates or future changes can be made in the new 'Email Templates' section.

Admin Dashboard

Setup Agents Tickets Emails Email Accounts Templates Editor

User Emails Agent Emails User Emails Custom Emails

English

\$

This screenshot shows a portion of an admin interface. On the left is a vertical sidebar with navigation items: Admin Dashboard, Setup, Agents, Tickets, Emails (which is expanded to show User Emails, Agent Emails, User Emails, and Custom Emails), Email Accounts, and Templates Editor. The 'Emails' item is currently selected. To the right of the sidebar is a main content area with a language selection dropdown set to 'English'. A small dollar sign (\$) symbol is visible in the bottom right corner of the main area.