

Understand the Different Webex Webinar Template Levels

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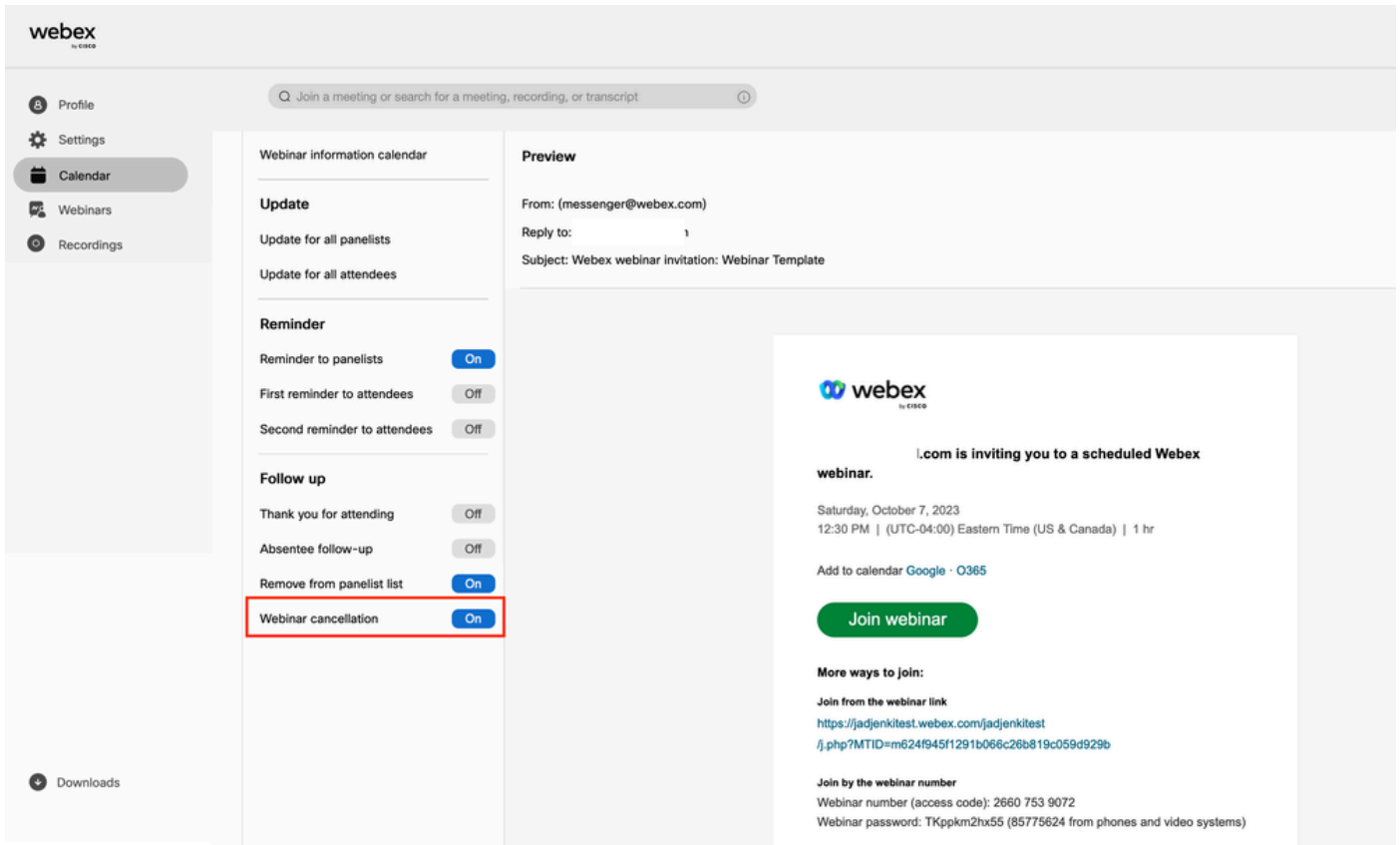
Introduction

This document describes how to modify Webinar templates on the user and site level.

Problem

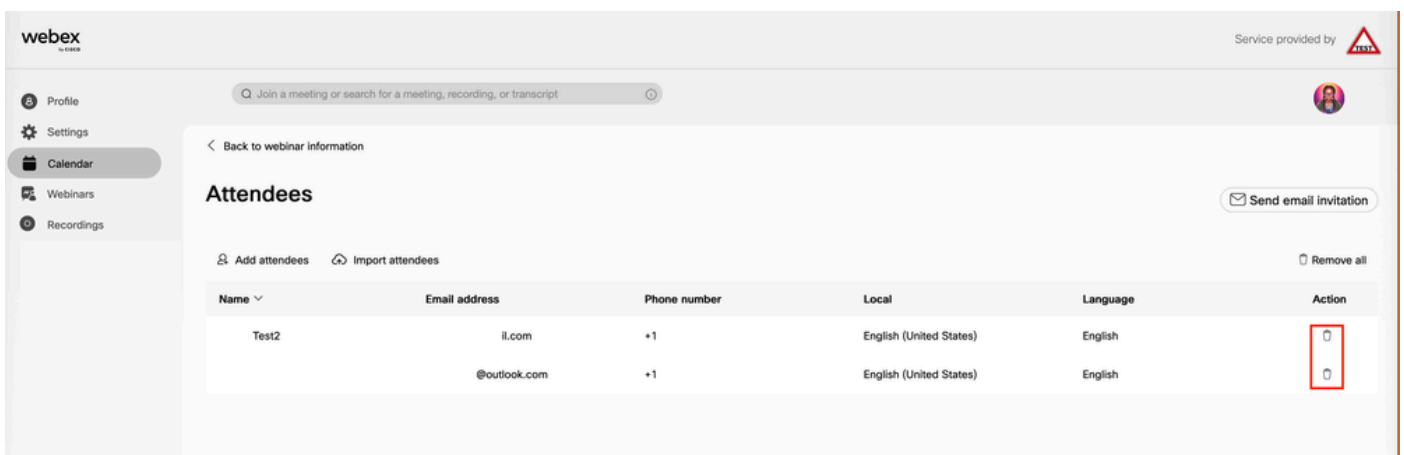
Once creating a Webinar, the user can modify: **Email messages > Customize Email Template > Customize webinar email templates > Follow Up > Webinar cancellation/Cancel attendee invitation** and modify **Webinar cancellation_1** email template. Once the user cancels the webinar, the **Webinar cancellation_1** email template is not sent.

The screenshot displays the Webex user interface. On the left is a navigation sidebar with options: Profile, Settings, Calendar (highlighted), Webinars, Recordings, and Downloads. At the top right is a search bar with the text "Join a meeting or search for a meeting, recording, or transcript". The main content area is titled "Webinar information" and contains a "Join information" section. This section has three tabs: "Panelist", "Attendee", and "Host" (which is selected). Below the tabs, the following information is displayed: a URL starting with "https://jaugenitest.webex.com/jaugenitest/j.php?MTID=m624f945f1291b066c26b819c059d929b", "Webinar number: 2660 753 9072", "Webinar password: TKppkm2hx55 (85775624 from phones and video systems)", "Panelist password: hWUNcMje353 (49862653 from phones and video systems)", and "Host key: 150756". Below the "Join information" section is an "Email messages" section. It shows "4 email invitations has been sent." and includes a "Send emails" button. A red box highlights the "Customize email template" link in the top right corner of the "Email messages" section.

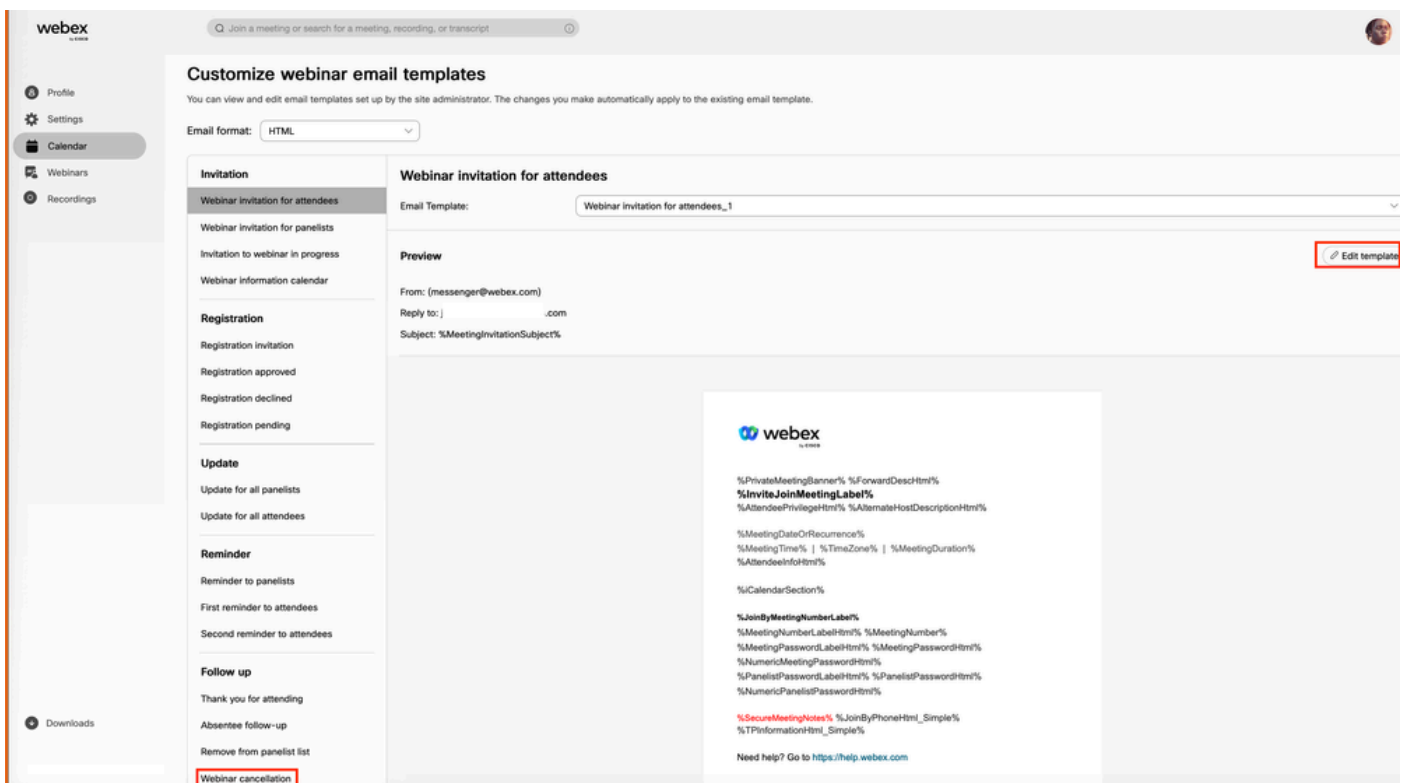
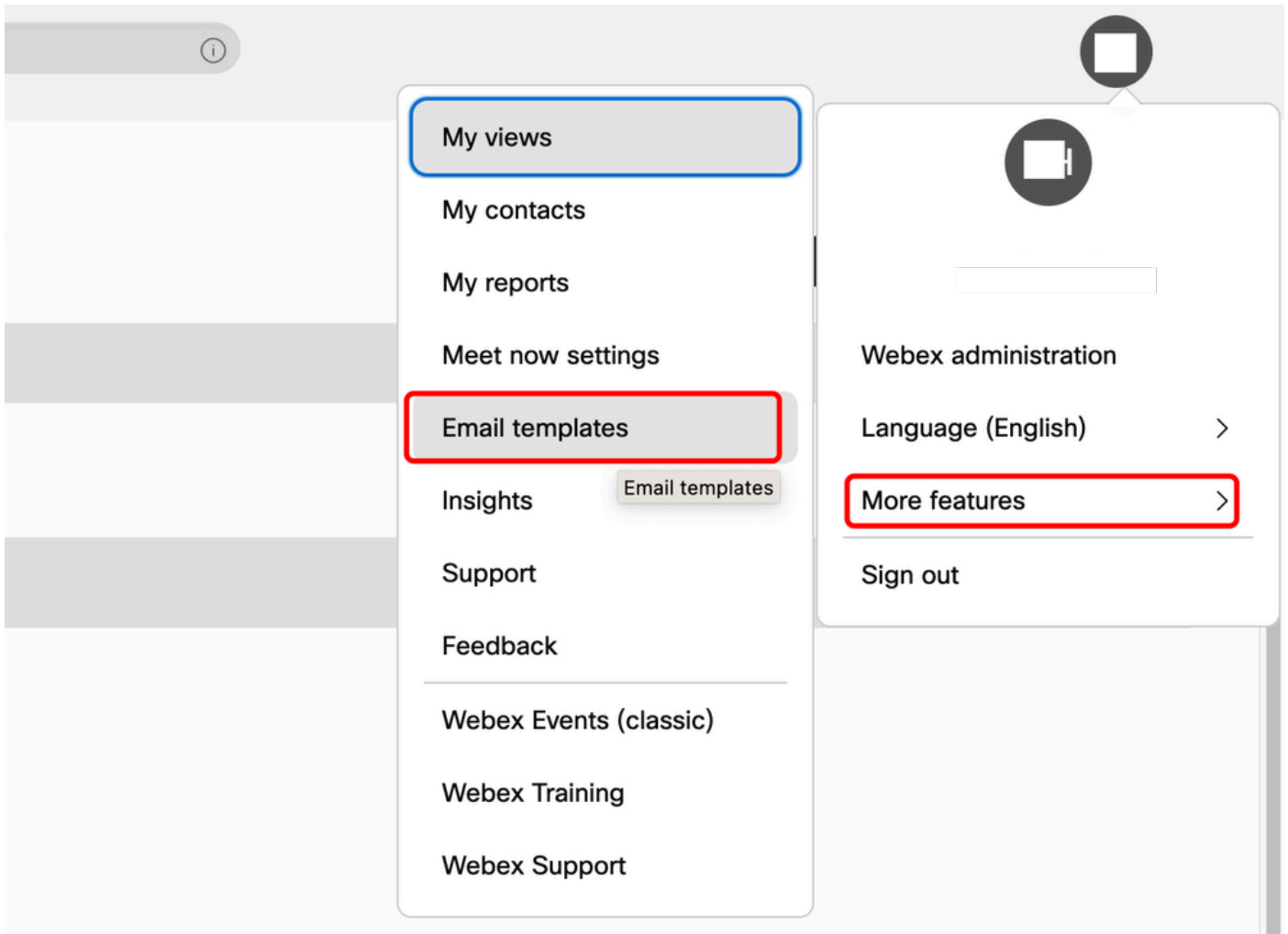


Solution

There are two levels of Webinar: user level, and site level. When modifying the Webinar Cancellation template, this is on the webinar level. Webinar user level templates are only for removing attendees from a webinar. When you remove an attendee in the image, Webinar cancellation_1 email template is sent to the removed attendee.



To modify the email when canceling a webinar, the user needs to modify the webinar template on the site level:



Additional Notes

Cancel emails on the Webinar user level are only sent if an invitation email is sent first. It is not necessary to send cancel email since attendee never received the invite email. Email templates on Site level are not enabled for users by default. To enable, you must contact your Webex Account Manager at [Customize Email Templates](#).