

Step 1: Log in to Gridlex App Suite and click 'Email' under the Inbox & Omnichannel section in the navigation menu.

Step 2: Click 'Compose.'

Step 3: Choose the inbox, enter the recipient's address, and click the 'Choose Message Templates.' dropdown.

Step 4: Choose the template you want to use in the mail.

The message template must be mapped to the inbox that you are using. Please refer to this article for mapping message templates: [How to Create and Map Message Templates and in Gridlex Zip?](#)

Step 5: The subject line and body of the email will be pre-filled from the message template.

Step 6: Scroll and click 'Attach Files' to add attachments. Send once you're done.

Congratulations! You have now learned how to use message templates in email in Gridlex Zip.

If you need any help with any feature, data migration of your old data, or anything at all, just email apps@gridlex.com and our team will be here to help you. Remember, that one of **Gridlex's** core values is Customer Success. We want you to be successful.

