

# 6.1 Channels and templates

1. Toggle the **Email** and **SMS** channels.
2. For each **event** (Created, Changed, Cancelled, Reminder) and channel, edit the **subject** and the **body** of the template. You can use **placeholders** that are substituted automatically, e.g. `%NAME%`, `%BUSINESS_NAME%`, `%DATE_LONG%`, `%SERVICE%`, `%STAFF%`, `%LINK%`.
3. Use **Reset to default** to restore the original template.

“ ? `06-templates.png` — Messages page with the email/SMS templates and the placeholders. Message templates

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