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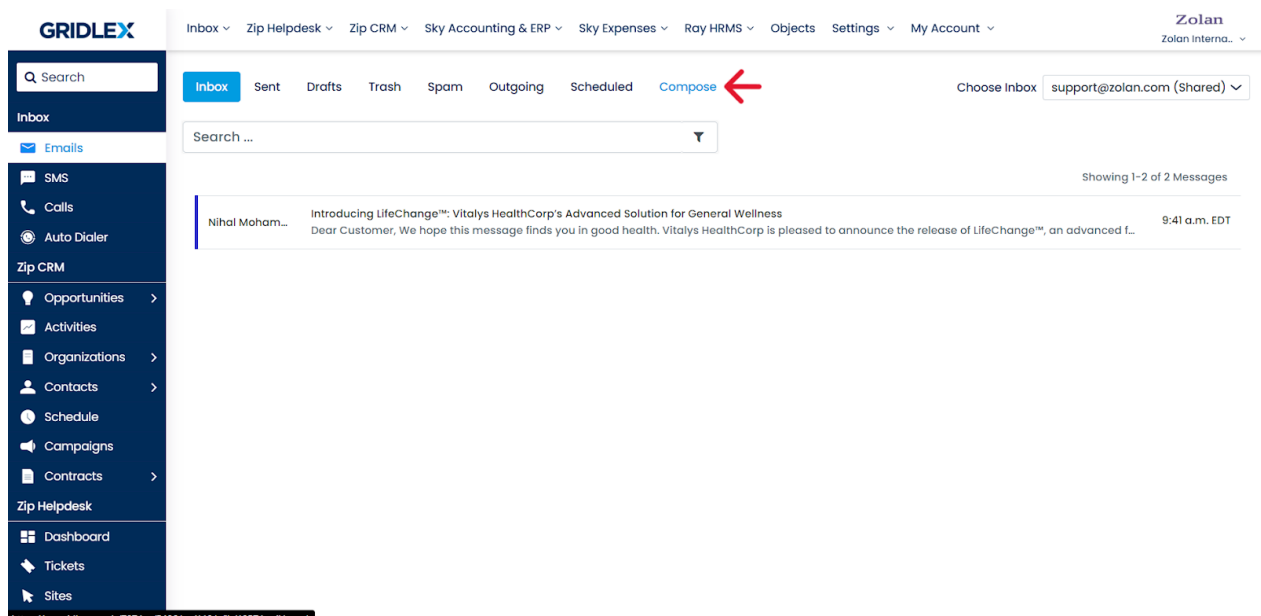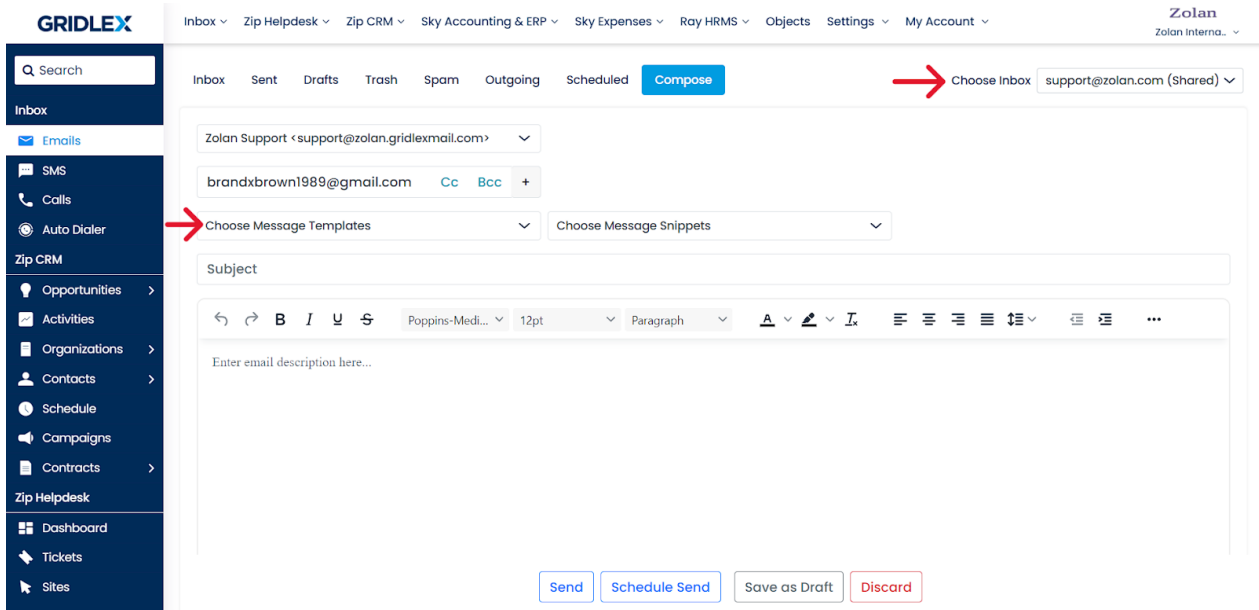
Zolan Gridlex App Suite

Inbox & Omnichannel	Zip	Sky	Ray	Enterprise Admin
Zolan International ... ⌄	Zolan International ... ⌄	Zolan International ... ⌄	Zolan International ... ⌄	Add Users
				Add Unit
Manage Inbox	**CRM**	**Accounting & ERP**	**Timesheet**	Inbox Settings
	Opportunities	Add Invoice	Time Log	Zip Helpdesk Settings
Email	Activities	Add Bill	Projects	Zip CRM Settings
	Organizations	Revenue	Time Approvals	Sky Accounting & ERP Settings
SMS	Contacts	Costs	Time Reports	
	Schedule	Journal		Sky Expense Settings
Calls	Campaigns	Banking	**HRMS**	Ray HRMS Settings
Make & Receive calls	Contracts	Inventory	Payroll	Ray Timesheet Settings
Auto, Power & Predictive Dialer		Fixed Assets	Attendance	
	Helpdesk	Projects	Leaves	Contracts Settings
Voice Broadcast	Add Ticket	Reports	Geo Track	Enterprise Admin Settings
Call Settings	Dashboard		HR Approvals	
	Tickets	**Expenses**	HR Reports	Billing & Payments
	Sites	Add Expense		
	Automations	Mileage		
		Approvals		

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Step 2: Click 'Compose.'

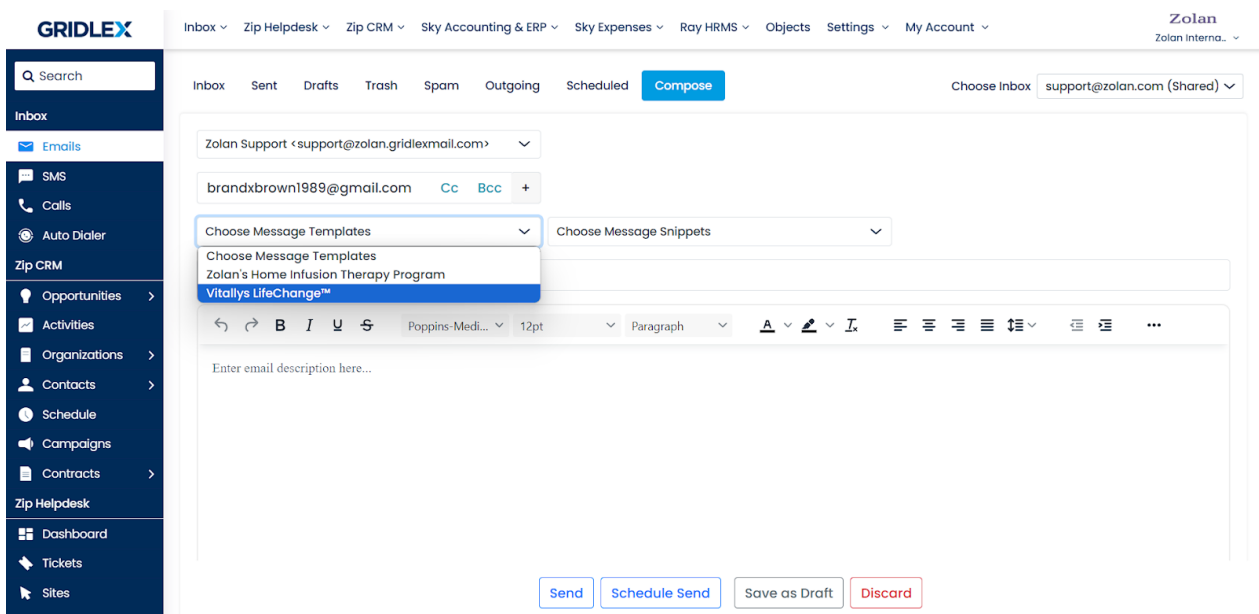**Step 3:** Choose the inbox, enter the recipient's address, and click the 'Choose Message Templates. ' dropdown.
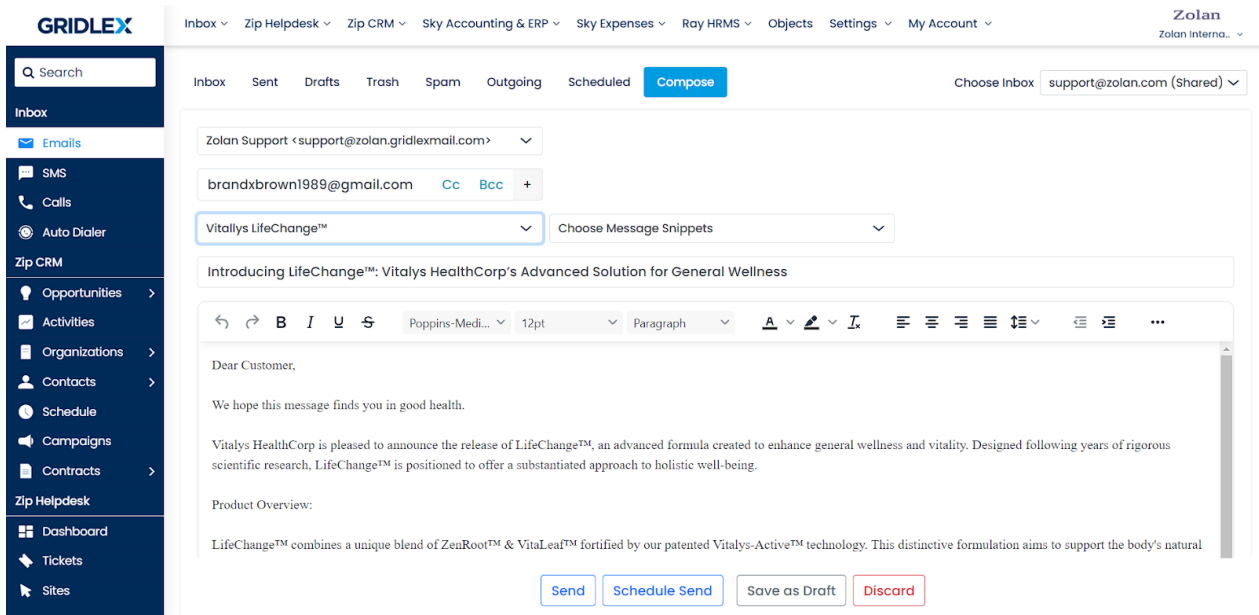
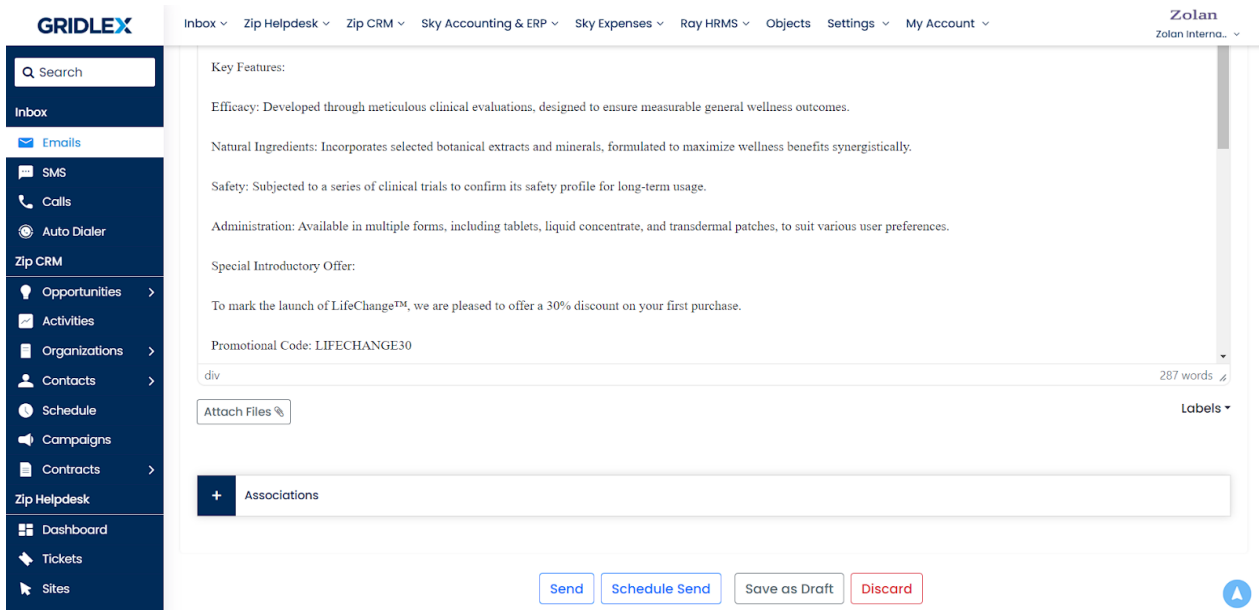**Step 4:** Choose the template you want to use in the mail.

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.