

Send Email Action Message Not Updating?

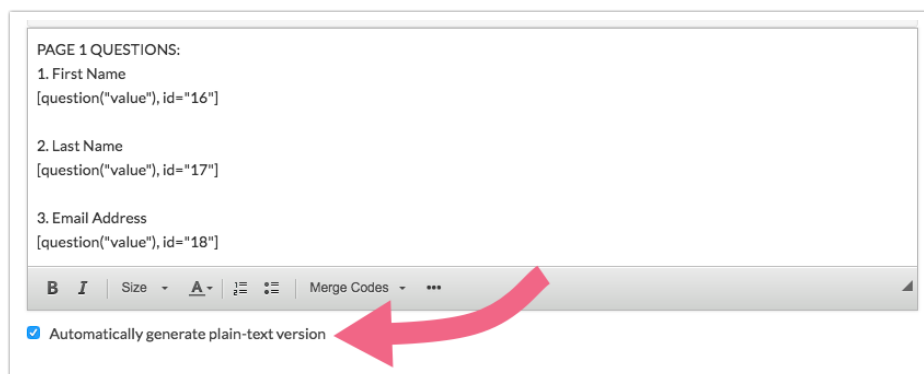
If you've updated or changed the message content in a Send Email Action and aren't seeing the changes reflected when you send yourself a test message, make sure you have updated both the **HTML Message Body** and **Plain-Text Message Body** versions of the message.

If the emails received are not reflecting your most recent edits, the most likely cause is that the edits were made to the Plain-Text version of the email and not also included in the HTML version.

When you initially create or edit the message, you will only be editing the **HTML Message Body**. The Plain-Text version will be automatically updated based on changes to the HTML version.

However, if you have elected to disable the **Automatically generate plain-text version** setting, you will be editing both the HTML and Plain-Text versions independently.

Note: Most email recipients will be receiving the HTML version of your email, though if the recipients have disabled HTML email within their email client, they will see the Plain-Text version.



If you need to edit your Plain-Text version independently of the HTML version, de-select the **Automatically generate plain-text version**.

PAGE 1 QUESTIONS:
1. First Name
[question("value"), id="16"]

2. Last Name
[question("value"), id="17"]

3. Email Address
[question("value"), id="18"]

Automatically generate plain-text version

Plain-Text Message Body

PAGE 1 QUESTIONS:
1. First Name
[question("value"), id="16"]

2. Last Name
[question("value"), id="17"]

3. Email Address
[question("value"), id="18"]

[Insert Merge Code](#)

Make all your changes, double-check that they match (if you need them to) and **Save Action**. Test it again and your changes should be reflected in the new message you receive.

Related Articles