

Manage digital templates

Digital rewards are delivered through Tango via email. Digital templates allow you to customize email and apply branding to emails, so you can easily reuse consistent messaging when sending rewards.

The screenshot shows the 'Templates' management interface. On the left is a sidebar with navigation options: Sensitive Sensors Rewards Program \$0.00, Send rewards, Orders, Templates, Funding, Funding history, Reports, Users, Accounts, Integrations, API credentials, and Platform settings. The main content area is titled 'Templates' and includes a search bar, a dropdown menu set to 'Digital delivery', and a 'Create digital template' button. Below these is a table of templates with columns: Template name, ID, Default for, Access level, Created, and Last modified. The first row is highlighted with a green border. A dropdown menu is open for this row, showing options: Preview template, Send test reward, Edit template, Duplicate template, and Delete template. A green arrow points to the dropdown menu.

Template name	ID	Default for	Access level	Created	Last modified ↓	
Tech-pub	E156056		Account: Sensitive Sensors Rew...	Sep 17, 2025	Sep 17, 2025	...
Don_Template	E274447	Account: Spot Awards	Organization	Dec 14, 2022	Sep 17, 2025	...
Mikbar New Branch Opening C...	E359866		Organization	Jul 24, 2025	Jul 24, 2025	...
Hello Rewards Gift Card Templa...	E061834		Organization	Jul 24, 2025	Jul 24, 2025	...
Texmex Employee Appreciation...	E798373		Organization	Jul 23, 2025	Jul 23, 2025	...
Texmex Anniversary Template	E889167		Organization	Jul 23, 2025	Jul 23, 2025	...
Texmex Survey Reward Template	E019110		Organization	Jul 23, 2025	Jul 23, 2025	...

In this guide, you can learn how to:

- [Preview digital email templates](#)
- [Edit email templates](#)
- [Send test email](#)
- [Duplicate email templates](#)
- [Delete email templates](#)

Preview digital email templates

Select preview to see how your email template will appear to recipients. The preview displays dynamic tags, but it does not populate them with actual values as they would appear in a live reward email.

Note:

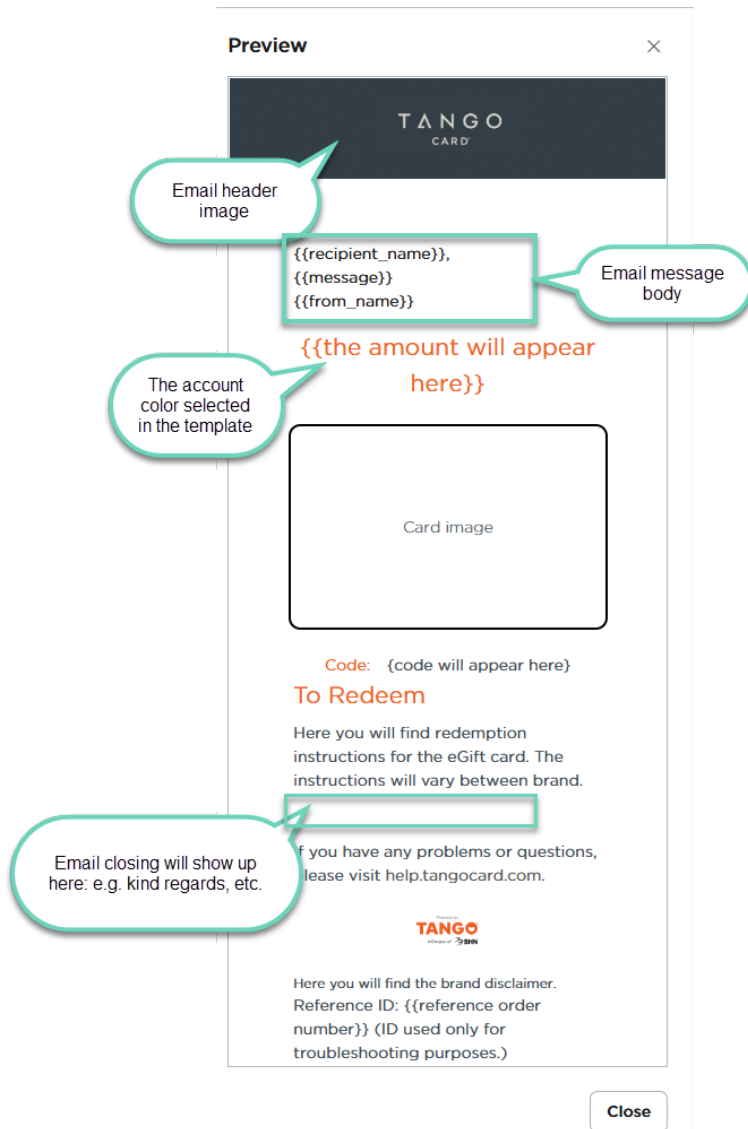
The preview only shows the reward email template.

To preview digital email templates:

1. [Sign in](#) to the [Tango portal](#).
2. Click **Templates** on the left menu.
3. Go to the **Digital delivery** page and click the three-dots in the row.
4. Select **Preview template** from the menu. The template preview is displayed in the Tango app browser window.

Note:

Every Tango platform comes with **Tango Card Standard Template (E000000)**. This template serves as the default email template when no custom email template is provided. It cannot be edited or deleted, ensuring consistency.



Note:

This is applicable to digital email templates only.

Edit digital email templates

You can update your saved custom digital template at any time by selecting the "Edit" option.

To edit digital templates:

1. [Sign in](#) to the [Tango portal](#).
2. Click **Templates** on the left menu panel.
3. Go to the **Digital delivery** page and click the three-dots in the row.
4. Select **Edit template** from the menu.
5. Start editing the fields. Refer to our document to learn how you can Create digital templates.

[Duplicate digital templates](#)

You can create a copy of a digital template and make adjustments to it. When you duplicate, you create a new template while still saving your original custom template.

To duplicate digital templates:

1. [Sign in](#) to the [Tango portal](#).
2. Click **Templates** on the left menu panel.
3. Go to the **Digital delivery** page and click the three-dots in the row.
4. Select **Duplicate template** from the menu. A copy of your existing template will appear allowing you to rename it and make any necessary edits without altering the original:
5. Enter a new name and make the required changes.
6. Click **Save**.

The duplicate template appears under the list of **Digital delivery** templates.

Templates

Cancel Save

Template contents Access level and defaults

Template name
Tech-pub - Copy

Text message content
Hi {{(recipient_name)}}. Congrats! {{(from_name)}} sent you a {{(reward_amount)}} reward!
83/90

Only the above text is configurable. The redemption link and, if applicable, a security code will be appended to your custom message

Email sender name / from name
Tango techpub

Email subject
{{(from_name)}}
13/100

Spam filters look closely at subject line text. Avoid words and symbols like "free", "offer", "!", and "\$".

Add email header image (650px x 150px)
Drag your email header image here. Or click here to upload

Text preview Email preview

alt

{{(reward_name)}}
Enjoy your reward!
{{the amount will appear here}}
Card image
Code: {code will appear here}

To Redeem
Here you will find redemption instructions for the eGift card. The instructions will vary between brand.
If you have any problems or questions, please visit

Delete digital templates

You can delete a custom digital template, but only if it has never been used to send rewards.

Once a template has been used, it cannot be deleted—it can only be edited.

Note:

If you attempt to delete a template for a sent reward, you'll receive an error message indicating that the template cannot be removed.

To delete digital templates:

1. Sign in to the [Tango portal](#).
2. Click **Templates** on the left menu panel.
3. Go to the **Digital delivery** page and click the three-dots in the row.
4. Select **Delete template** from the menu. A confirmation prompt appears asking you to confirm.
5. Click **Delete**.