Editing Email Signatures

Last Modified on 11/17/2026 5:20 pm EST

This guide explains editing email signatures for the aACE Email Integration. It is intended for system administrators.

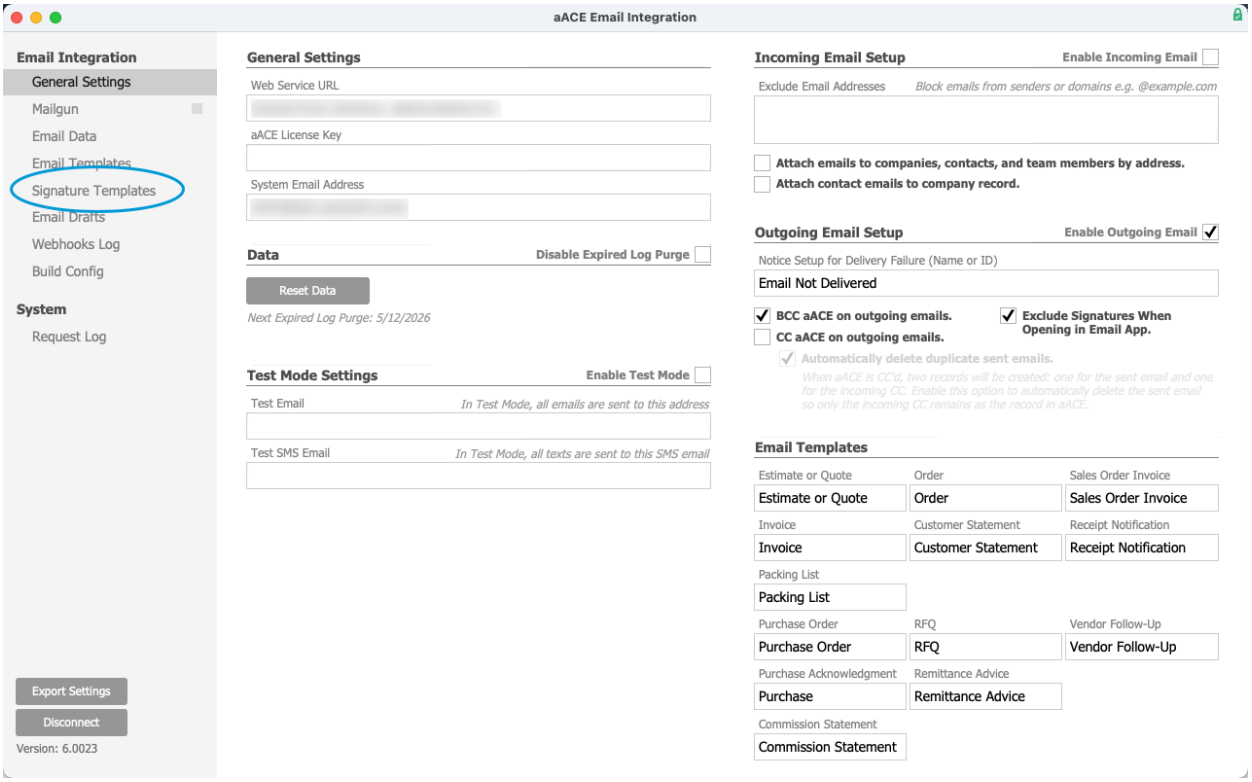
With the aACE Email Composer Upgrade for the Email Integration, you can set email signatures for your users. These email signatures can be specific to an office, department, or team member.

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Accessing Email Signatures

You can access the email signature editor by going from the Main Menu to System Admin > Email Integration > Signature Templates.



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Understanding Email Signature Logic

There are four types of email signatures: global, office, department, and team member. When loading the aACE Email Composer or auto-emailing emails, aACE uses the following priority hierarchy depending on the available signatures:

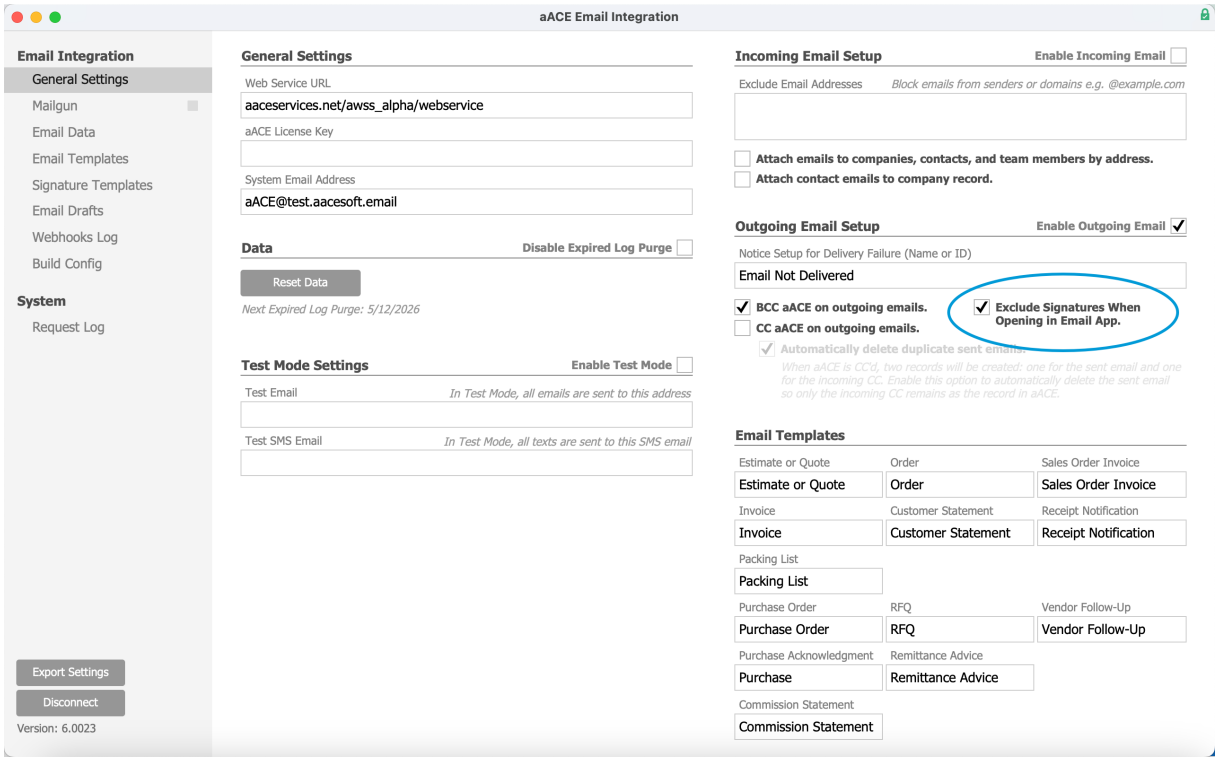
1. Team member signatures
2. Department signatures
3. Office signatures
4. Global signatures

In addition to signature types, there are preferences that you can enable that affect the priority or functionality of the signature:

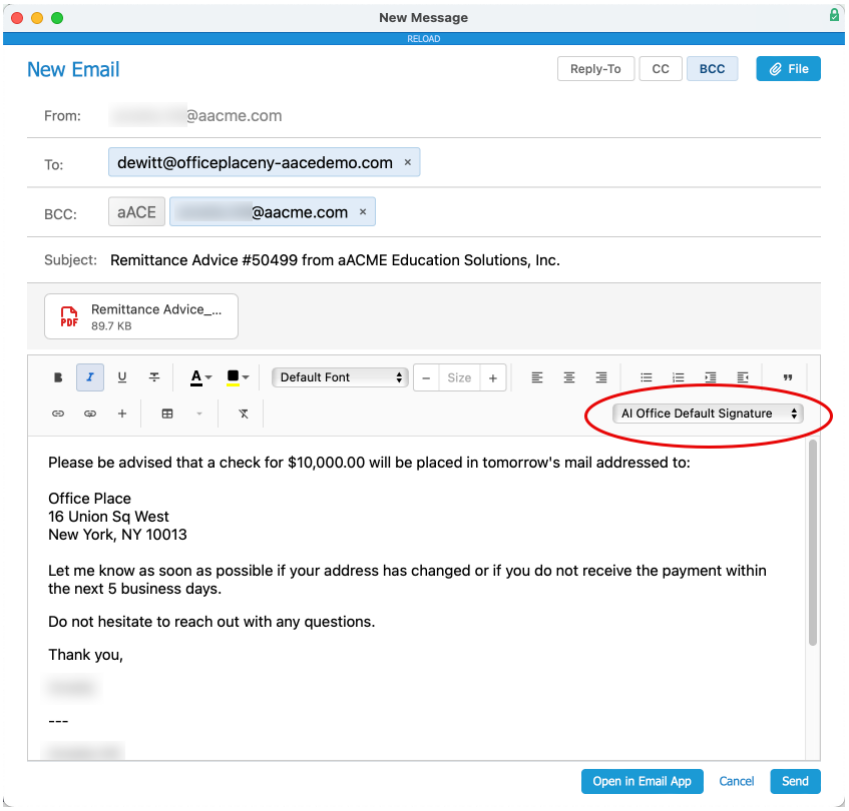
- **Server signature for auto-generated email** — When using the Auto-Email actions, aACE looks for the presence of signatures with this preference selected. It will apply the highest priority Default signature. Team member signatures are excluded because aACE is sending the email.
- **Default** — Signatures with the Default preference enabled are prioritized per the specific record. For example, if aACE is using a signature for the finance department, it will prioritize the Default finance department signature over other finance department

signatures. Similarly, a separate department (e.g. sales) can have their own Default signature that aACE will use instead of that Default finance department signature.

- **Exclude Signatures When Opening in Email App** — Located in System Admin > Email Integration > General Settings. Removes the email signature when Open in Email App is selected in the aACE Email Composer or if the Open in Email App preference is enabled for an email template.



You can change email signatures within the aACE Email Composer, if needed. This includes non-Default signatures.

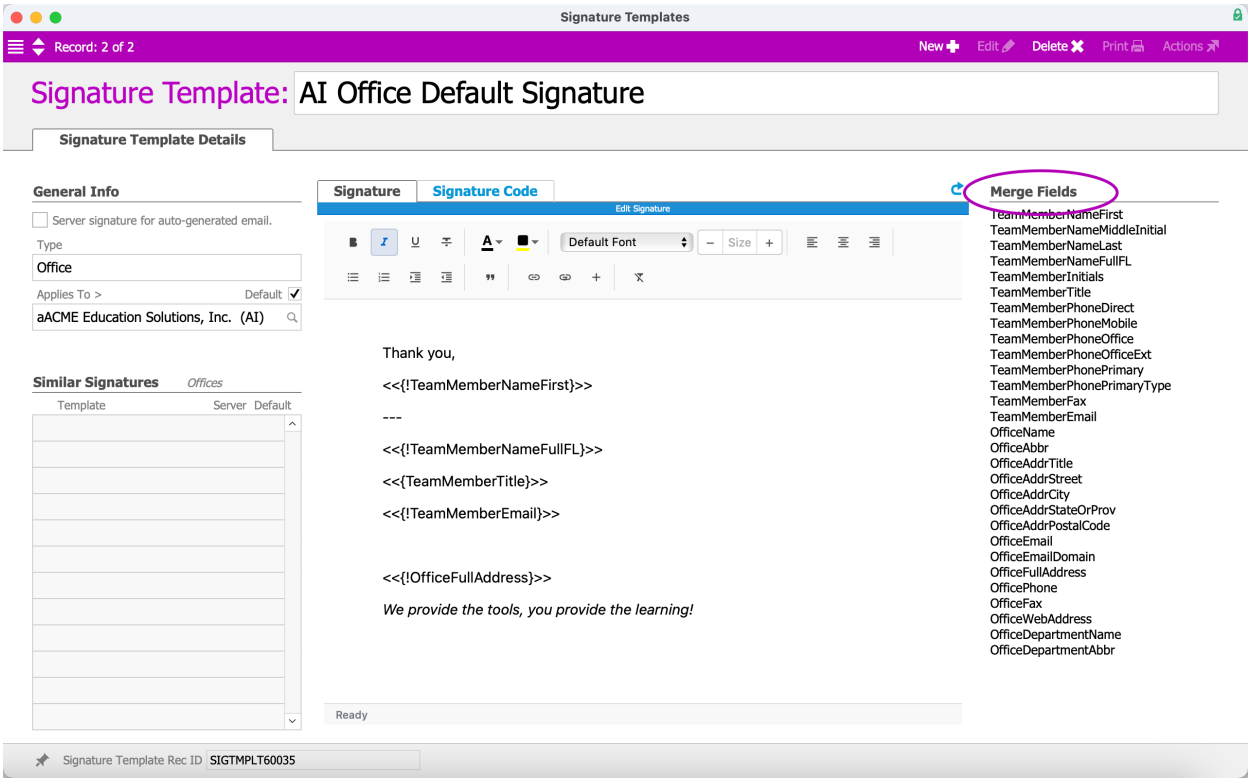


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Editing Email Signatures

The signature template editor is similar to any standard text editor. You can format your email signatures using bold, italics, color, font, font size, and more.

You can also use merge fields. Merge fields for email signatures use the same formatting conventions as email template merge tags (https://aace6.knowledgeowl.com/help/editing-email-templates#merge-tags-for-email-upgrade). You can also view available merge fields within the signature template.



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Refreshing the Signature

Occasionally, the signature template does not load properly. You can select the Refresh icon ( ) to reload the signature.

