Send Mobile Credential invites to Gmail accounts

Symptom

Mobile Credential badges issued to cardholders using Gmail addresses have the BlueDiamond credential link removed from the email invitation message. This is because Gmail only allows embedded http:// or https:// links in email messages.

Resolution

An updated email template has been created that utilizes a modified activation https:// link that redirects the request and then launches the mobile application with the provided server URL and activation code. Import the new template into the **Badge Type > Mobile** tab. Invitation messages should now work as expected.

To get and customize the email template:

1. Navigate to **C:\ProgramData\Lnl\Credentialing**.
2. Open one of the following files:
    a. For BlueDiamond mobile app email: **MobileBadgeEmailTemplate.html**
    b. For BlueDiamond installers or service personnel: **MobileToolkitBadgeEmailTemplate.html**
3. Modify the .html file with text, logo and field information.

*Note: If the templates provided does not address the needs for a specific cardholder (badge) type, make a copy of an existing template, rename it, and modify it as needed using the previously specified guidelines.

4. Save the file.
5. Import the customized email template to a badge type.

Applies To

OnGuard 7.3 and later

Additional Information