Formatting eMail links in Confluence

You can put eMail links inside of Confluence, but you can also format them so they are not only addressed to specific addresses, they can contain multiple email addresses, custom subject lines and content in the body of the message.

Step-by-Step Guide

1. You can put eMail links inside of Confluence pages. Most of the time you simply want the link to open an eMail composition window and have a single address listed, but you can also format them so they are not only addressed to specific addresses, they can contain multiple email addresses, custom subject lines and content in the body of the message.

2. First put the text you want to appear in Confluence with the link.

3. Highlight the text you want to link and click the "link" button in the toolbar.

4. Select Web Link from the left side and in the address box use the following format:

   `mailto: firstaddress@domain.com,secondaddress@domain.com?cc=CarbonCopyaddress@domain.com&subject=TheSubjectOfTheEMail&body=AnyTextYouWantToAppear`

5. So let's breakdown the parts:

   - **mailto:** This tells your browser the next thing that is coming is a formatted eMail address
   - **firstaddress@domain.com** - You can put any number of email addresses and separate them with a comma.
   - **?cc=** puts the next email address listed in the carbon copy cc: field of the email. **?bcc=** also works the same way. Note: If your browser eMail does not support cc: or bcc: these addresses will be added to the To: field.
   - **&subject=** Is the subject line of the eMail. Any time you want to put a space character in, you must use %20. To put the phrase "Lunch Time" into the subject, you would use the character string &subject=Lunch%20Time
   - **&body=** works the same way as subject line. You list the body of the email, and any spaces must be replaced by %20.

6. **EXAMPLE** - `mailto: adriene.radcliffe@yale.edu?cc=connie.wilson@yale.edu,matthew.dell@yale.edu&subject=Lunch&body=Lets%20Have%20Lunch`

   This example will open up your email client and address it to adriene.radcliffe@yale.edu and cc: connie.wilson@yale.edu and matthew.dell@yale.edu with a subject of Lunch and the body of the eMail will say Lets Have Lunch.

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