

Tip of the Month: Are you typing in the right place in your eLetterhead?

Problem:

Your text is not within the body of your eLetterhead.

Why is this happening?:

When you email someone with a new email your eLetterhead pops automatically. It's very common when you're finished entering a subject line to press the "Tab" key. When pressed, the cursor jumps down to the body area of the email and will place text in front of your eLetterhead, instead of within it.

It should NOT look like the example to the right.



Example of typing in Wrong Place in eLetterhead



Solution:

Following the steps below will ensure you are typing in the right spot!

Step 1

In Microsoft Outlook, click on "New Email". Your eLetterhead launches and is ready for a message. An email should pop up with your eLetterhead showing. If it doesn't give us a call we will help you fix it! Enter the email address as you normally would.



Step 2

Enter your subject line as you should normally do. Do not tab down to the body area.



Step 3

Instead of tabbing down to the body area, you will need to use your mouse. Physically move your mouse arrow to the "Body Area" of your eLetterhead and click a line or two above your name that is colored in red. Your arrow should turn into a cursor upon hovering in the correct location. Once you locate this area, simply left click once. You should now see a blinking cursor and be able to type as normal. As you type... signature, name and title, and any additional links you may have ordered, will shift down.

Please see the blue arrows in the example to the right, for the area you should be typing in.



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