

Web delivery

Where can I change the text of the emails sent from my site?

A: To edit the text of emails sent from your site, just send your requested wording to our support team and we'll update the templates for you.

Why are images showing in my Webshop lightbox as “No permissions”?

A: Webshop shows “No permissions” when an image in your lightbox becomes deleted or restricted after you add it.

The system replaces the image with a placeholder instead of removing it, so you can clearly see that the image is no longer available rather than having it disappear without notice.

Why are my website emails marked as spam?

A: Your website sends automatic emails like registration, download, or lightbox messages. By default, these emails are sent using our mail server but with your email address, which can make spam filters suspicious.

Contact us and we'll help configure your site to send emails from your own mail server (SMTP) instead.

Can I decide what's displayed in the Author drop-down menu?

A: You control which Authors or Partners appear in the Author drop-down.

In the **Purchasing** area, open the record for the Author or Partner. In the panel **Author Search** enable “**display in Webgate**” to make their name appear in search. By default, the name shown in the drop-down comes from the **By-Line / Pseudonym** field. If you want a different name to appear, use the “**By-Line / Pseudonym override with other name**” option.