

# Email Templates

## Proxmox KVM module **WHMCS**

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## Overview

The module uses five email templates to notify clients about VM lifecycle events. These templates must be created manually in WHMCS before the module can send the corresponding notifications.

## Creating Email Templates in WHMCS

1. Navigate to **Setup > Email Templates** in the WHMCS admin area
2. Click **Create New Email Template**
3. Set the **Type** to **Product/Service**
4. Set the **Unique Name** to the exact template name listed below
5. Fill in the subject line and email body using the available variables
6. Click **Save Changes**

Repeat for all five templates.

“ **Important:** The template unique names must match exactly as listed below. The module looks up templates by their unique name, so any mismatch will prevent the email from being sent.

# Email Templates

## 1. puqProxmoxVKM Welcome Email

“ **Note the spelling.** The original template name is literally `puqProxmoxVKM Welcome Email` (with `VKM`, not `KVM`). It has stayed like this since v1.0 for backwards compatibility — if you rename it the module will stop sending the welcome email.

Sent to the client as an order confirmation when a new Proxmox KVM service is created. At this point the VM is not yet ready — this email just tells the client their order has been accepted.

**When sent:** Upon service creation / order acceptance, before the deploy pipeline runs.

**Unique Name:** `puqProxmoxVKM Welcome Email` **Email Type:** Product/Service **Subject:** `Virtual Machine Order Information`

### Body:

Dear `{$client_name}`,

Your order has been accepted for implementation.

Installing and pre-configuring the virtual machine will take some time.

Please wait for an e-mail with information that the virtual machine is ready for use, also with access parameters.

Product/Service: `{$service_product_name}`

Payment Method: `{$service_payment_method}`

Amount: `{$service_recurring_amount}`

Billing Cycle: `{$service_billing_cycle}`

Next Due Date: `{$service_next_due_date}`

Important note - if you have also purchased the backup options, do not forget to configure the schedule in the service's subpage.

Thank you for choosing us.

{signature}

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## 2. puqProxmoxKVM VM is ready

Sent to the client when a new virtual machine has been successfully deployed and is ready for use. **This is the most important template** — it contains the VM access credentials (IP, username, password).

**When sent:** After the deploy pipeline reaches the `ready` state and the VM is confirmed running.

**Unique Name:** `puqProxmoxKVM VM is ready` **Email Type:** Product/Service **Subject:** `Virtual Machine is ready`

### Body:

Dear {client\_name},

Your virtual machine is already ready.

You can connect to it using data.

Product/Service: {service\_product\_name}

Payment Method: {service\_payment\_method}

Amount: {service\_recurring\_amount}

Billing Cycle: {service\_billing\_cycle}

Next Due Date: {service\_next\_due\_date}

IP address: {service\_dedicated\_ip} or {service\_domain}

Username: {service\_username}

Password: {service\_password}

Thank you for choosing us.

{signature}

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## 3. puqProxmoxKVM Reset password

Sent to the client after a password reset operation on their virtual machine.

**When sent:** After a password reset is performed via the admin area or client area — once cloud-

init has re-applied the new credentials and the VM has been restarted.

**Unique Name:** puqProxmoxKVM Reset password | **Email Type:** Product/Service **Subject:** Reset password is ready |

**Body:**

Dear {\$client\_name},

Password reset successful.

IP address: {\$service\_dedicated\_ip} or {\$service\_domain}

Username: {\$service\_username}

Password: {\$service\_password}

Thank you for choosing us.

{\$signature}

## 4. puqProxmoxKVM Backup restored

Sent to the client after a backup has been successfully restored.

**When sent:** After a backup restore operation completes and the module has re-applied CPU/RAM/disk/network settings and restarted the VM.

**Unique Name:** puqProxmoxKVM Backup restored | **Email Type:** Product/Service **Subject:** Backup restored successful |

**Body:**

Dear {\$client\_name},

Backup restored successful.

Product/Service: {\$service\_product\_name}

Payment Method: {\$service\_payment\_method}

Amount: {\$service\_recurring\_amount}

Billing Cycle: {\$service\_billing\_cycle}

Next Due Date: {\$service\_next\_due\_date}

IP address: {\$service\_dedicated\_ip} or {\$service\_domain}

Thank you for choosing us.

{\$signature}

## 5. puqProxmoxKVM Upgrade Email

Sent to the client after a package upgrade or downgrade completes.

**When sent:** After the `change_package` state machine finishes applying the new product parameters to the VM and starts it back up.

**Unique Name:** `puqProxmoxKVM Upgrade Email` **Email Type:** Product/Service **Subject:** `Virtual Machine upgrade is ready`

### Body:

Dear {\$client\_name},

Virtual Machine upgrade is successful.

Product/Service: {\$service\_product\_name}

Payment Method: {\$service\_payment\_method}

Amount: {\$service\_recurring\_amount}

Billing Cycle: {\$service\_billing\_cycle}

Next Due Date: {\$service\_next\_due\_date}

IP address: {\$service\_dedicated\_ip} or {\$service\_domain}

Thank you for choosing us.

{\$signature}

“

The bodies above are the original PUQcloud templates shipped with v1.0 through v3.0. You are free to customize subjects and bodies to match your brand — only the **Unique Name** and **Email Type** must stay as documented, because the module looks up templates by their unique name.

# Available Template Variables

The following merge fields are available in all email templates:

## Standard WHMCS Variables

Variable	Description
<code>{client_name}</code>	Client's full name
<code>{service_product_name}</code>	Product/service name
<code>{service_dedicated_ip}</code>	Primary IPv4 address assigned to the VM
<code>{service_domain}</code>	Service domain / hostname
<code>{service_username}</code>	Operating system username
<code>{service_password}</code>	Operating system password
<code>{service_recurring_amount}</code>	Recurring billing amount
<code>{service_billing_cycle}</code>	Billing cycle (Monthly, Quarterly, etc.)
<code>{service_next_due_date}</code>	Next payment due date
<code>{signature}</code>	Email signature configured in WHMCS

## Module-Specific Variables

Variable	Description
<code>{service_assigned_ips}</code>	All assigned IP addresses
<code>{vm_id}</code>	Proxmox virtual machine ID (VMID)
<code>{server_hostname}</code>	Proxmox server hostname

In addition, all standard WHMCS client and service merge fields are available.

Revision #7

Created 10 April 2026 12:07:34 by Ruslan

Updated 15 May 2026 07:07:10 by Ruslan