

Adding CRM Custom Fields to Email Template

- [Step 1: Find the Custom Field ID](#)
- [Step 2: Edit the email template](#)
- [Step 3: Restart JIRA](#)

It's possible to add CRM custom fields, for example Company or Contact, to JIRA Notification templates.

Actually, it's possible to any custom fields as described there: <https://developer.atlassian.com/jiradev/jira-architecture/jira-templates-and-jsps/adding-custom-fields-to-email>

Below we describe step by step how to add Company field to Email Template.

Step 1: Find the Custom Field ID

You need to find out a *custom field ID* for you Company field. To do this go to **Administration->Issues->Custom Fields**, find you field in a list and choose **Configure** in the right menu (but don't click).

Find ID of you custom field in a browser status bar, see screenshot below. ID of the custom field in the screenshot is 10300

The screenshot shows the JIRA Administration interface, specifically the 'Custom Fields' section. The left sidebar contains a navigation menu with categories like ISSUE TYPES, WORKFLOWS, SCREENS, FIELDS, and ISSUE ATTRIBUTES. The main content area lists several custom fields. The 'Contact' field is highlighted with a red arrow pointing to its 'Configure' button in the right-hand menu. Another red arrow points from the 'Configure' button to the browser's status bar at the bottom, which displays the URL: 'jirademo:teamlead.ru/secure/admin/ConfigureCustomFieldDefault.jspa?customFieldId=10300'.

Name	Type	Available Context(s)	Screens
Contact	Contact CRM	Issue type(s): Global (all issues)	• DEMO: Simple Issue Tracking Create Issue Screen • DEMO: Simple Issue Tracking Edit Issue Screen • DEMO: Simple Issue Tracking Resolve Issue Screen • Default Screen
Customer Request Type	Customer Request Type Custom Field	Issue type(s): Global (all issues)	
Epic Color	Colour of Epic	Issue type(s): (J)	
Epic Link	Epic Link Relationship	Issue type(s): Global (all issues)	• DEMO: Simple Issue Tracking Edit/View Issue Screen • Default Screen
Epic Name	Name of Epic	Issue type(s): (J)	• DEMO: Simple Issue Tracking Create Issue Screen • Default Screen • JIRA Service Desk Screen for Project DESK • TP: Simple Issue Tracking Create Issue Screen
Epic Status	Status of Epic	Issue type(s): (J)	
Rank	Global Rank	Issue type(s): Global (all issues)	

Step 2: Edit the email template

Locate the Velocity template of the email type you wish to modify. For instance, you may want to modify the 'issue created' template, as well as the template reused in 'issue commented'.

Location of templates you can find there: <https://confluence.atlassian.com/jira/customizing-email-content-185729653.html>

- To add a field "Contact" to a template, add the following snippet where you want it to appear in the file:

```
$issue.getCustomField("customfield_10300").getCustomFieldType().getContact($issue.getCustomFieldValue("customfield_10300"))
```

- To add a field "Company" to a template, add the following snippet where you want it to appear in the file:

```
$issue.getCustomField("customfield_10301").getCustomFieldType().getOrg($issue.getCustomFieldValue("customfield_10301"))
```

Step 3: Restart JIRA

To make the changes take effect, restart JIRA.

Learn more here:

<https://confluence.atlassian.com/display/JIRA/Customizing+Email+Content>

<https://developer.atlassian.com/jiradev/jira-architecture/jira-templates-and-jsps/adding-custom-fields-to-email>

<https://developer.atlassian.com/jiradev/latest-updates/developer-changes-for-older-jira-versions/preparing-for-jira-6-1/jira-email-template-changes>