

Order Email Editor

Magento 2 Module — Complete User Guide

Complete Guide — Every Screen, Every Button, Step by Step

Correct or change the customer email address on orders that have already been placed — right from the order screen — and keep a full audit trail of every change (old email, new email, who changed it, IP address and time). Hyvä and Luma compatible, ACL-controlled, licensed via the eTechFlow portal.

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1. Introduction

Order Email Editor lets store administrators correct or change the customer email address on orders that have already been placed — without editing the database. It adds an Edit Email control to the order screen and records every change in a dedicated audit log that captures the old email, the new email, who made the change, the IP address, and the exact time.

The module is licensed through the eTechFlow portal. Until a valid key is entered for your domain, the module stays locked. This guide covers using the module.

2. Using Order Email Editor

Once activated, the module gives you two things: an Edit Email control on every order, and an audit log of all email changes.

2.1 Open the module (eTechFlow → Order Email Editor)

Click ETECHFLOW in the left admin sidebar to open the eTechFlow menu. Under Order Email Editor, click Edit History to open the change-history log.

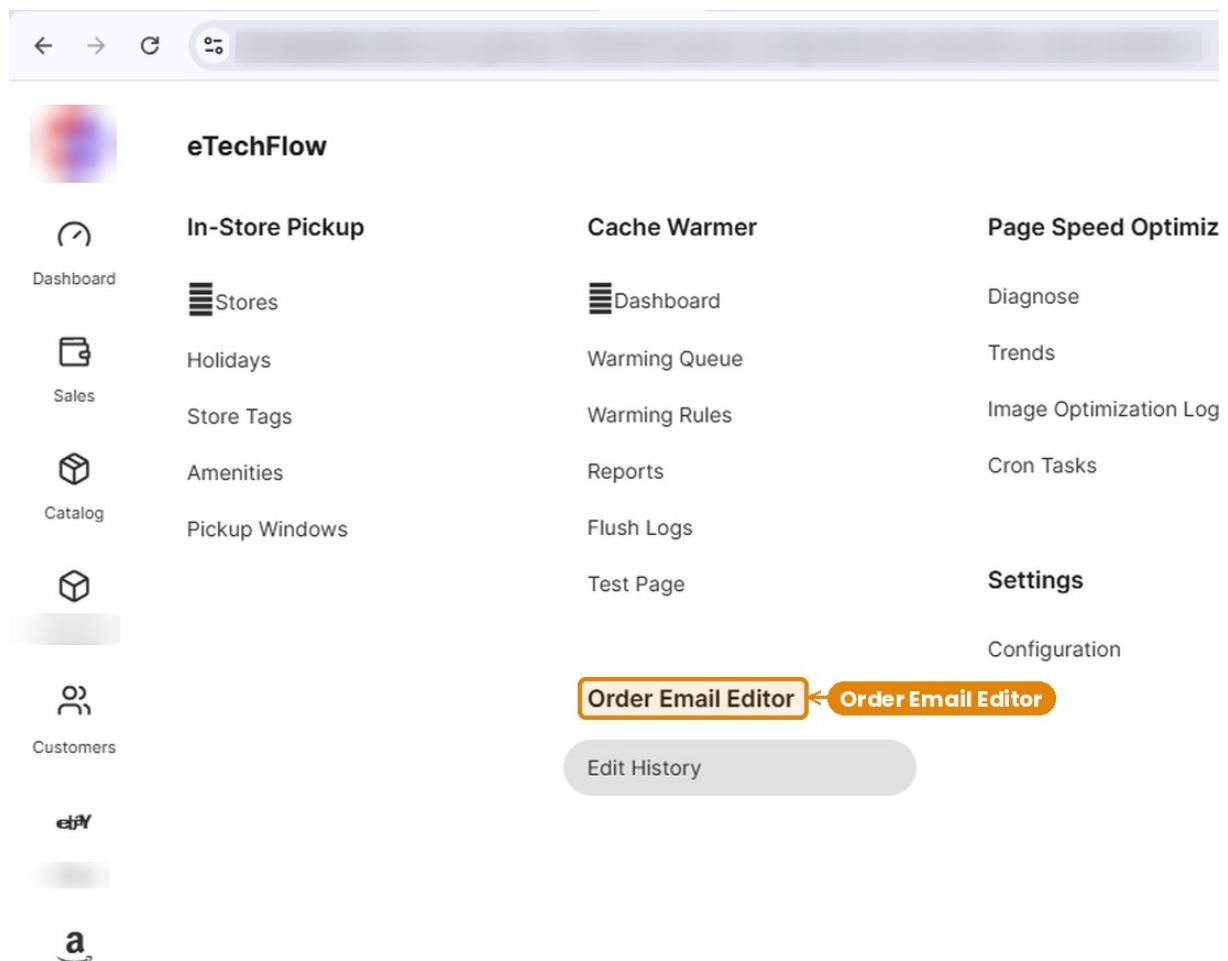


Figure 1 — The eTechFlow admin menu: under “Order Email Editor”, click Edit History to open the audit log.

2.2 Edit the email on an order

To change the customer email on an order, open the order (Sales → Orders → click an order), then click the Edit Email button. A dialog opens showing the current email; type the corrected address and click Change Email. The order's transactional emails then go to the new address.

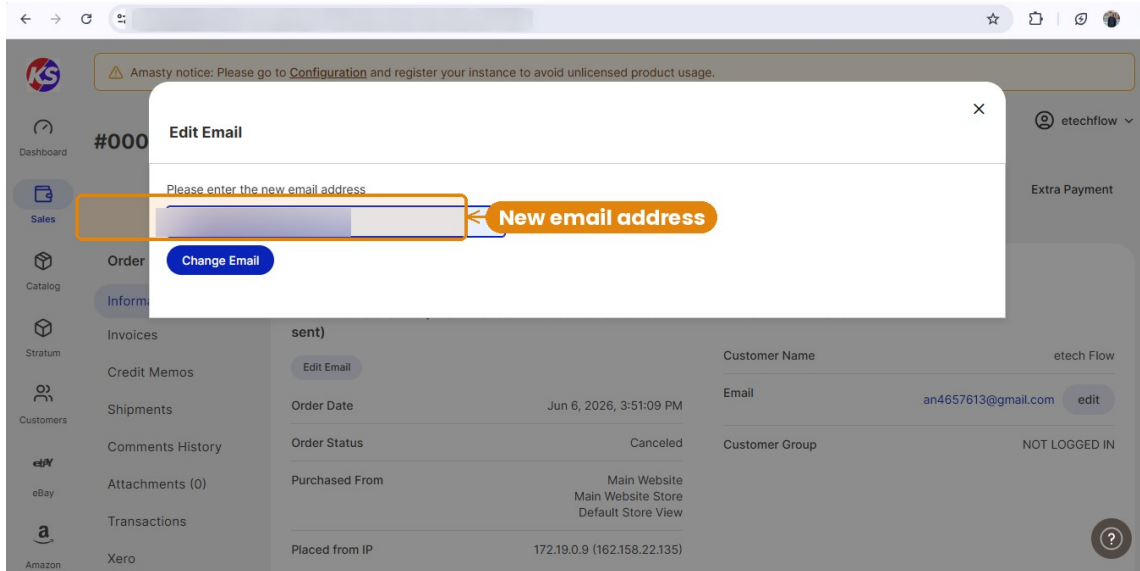


Figure 2 — The “Edit Order Email Address” dialog on an order: the current email, the new email field, and the Change Email button. (It also notes when an order is a guest order with no linked account.)

[**Edit Email**] The button on the order view that opens the email-change dialog.

[**Current email**] Shows the address currently on the order (read-only).

[**New email address**] Type the corrected customer email here.

[**Change Email**] Saves the new email to the order and writes a record to the change-history log. Cancel closes the dialog without changing anything.

2.3 The Order Email Change History audit log

The change-history grid is the module's audit trail — one row per email change. Before any changes it is empty; after a change, the record appears with full details.

Order Email Change History

1 records found

Audit log: old/new email, by, IP, time

Filters Default View Comment

20 per page

ID	Order #	Old Email	New Email	Changed By	Customer Record Updated	IP Address	Changed At
1	000000018			admin	No	103.190.22.187	Jul 2, 2026 3:26:09 PM

Figure 3 — The grid after an email change: order #000000018 shows the Old Email, New Email, the admin under Changed By, the IP Address, and the timestamp under Changed At.

The grid columns are:

- [ID / Order #] The log entry ID and the order the change belongs to (e.g. 000000018).
- [Old Email / New Email] The address before and after the change.
- [Changed By] The admin user who made the change.
- [Customer Record Updated] Yes/No — whether the linked customer account's email was also updated (No for guest orders with no account).
- [IP Address] The IP the change was made from.
- [Changed At] The exact date and time of the change.
- [Filters] Opens filter fields to narrow the log by column values such as order number or date.
- [Default View / Columns] Save or switch grid views, and show/hide individual columns.
- [Per page / paging] Set records per page and move between pages using the arrows above the grid.

3. Support & Contact

For help with Order Email Editor, licensing, or installation, contact eTechFlow support. We respond to licence and configuration questions and can assist with setup on request.

Email: support@etechflow.com

Website: <https://etechflow.com>