

Click 'Admin Panel' > 'Emails' > 'Banlist'

- You can configure [Service Desk](#) to reject tickets from certain senders by banning their email address.
- Banned users can still log in to the client portal but they cannot create tickets.
- You can relax the ban on users at anytime

Use the following links for help with related tasks:

- [Open the banned emails interface](#)
- [Add an email address to the ban list](#)
- [Delete email addresses from the ban list](#)

Open the banned emails interface

- Login to ITarian
- Click 'Applications' > 'Service Desk'
- Open the admin panel (see the last link on the left)
- Click 'Emails' > 'Banlist'

The screenshot shows the 'Service Desk' interface. On the left sidebar, under the 'MANAGE' section, 'EMAILS' and 'Banlist' are circled in red. The main content area is titled 'Banned Email Addresses' and includes a breadcrumb trail: 'Service Desk > Emails > Banlist'. Below the title are action buttons: '+ Ban New Email', 'Enable', 'Disable', and 'Delete'. A search bar and a 'Show 25 records' dropdown are also present. The table below has four columns: 'EMAIL ADDRESS', 'BAN STATUS', 'DATE ADDED', and 'LAST UPDATED'. It contains three rows of data. The third row is highlighted in blue and has a checkbox selected.

	EMAIL ADDRESS	BAN STATUS	DATE ADDED	LAST UPDATED
<input type="checkbox"/>	garrulousgeorge@frontfork.com	Active	02/20/2020 3:51 pm	02/20/2020 3:51 pm
<input type="checkbox"/>	irkingirwin@saddleandpedals.com	Active	02/20/2020 3:51 pm	02/20/2020 3:51 pm
<input checked="" type="checkbox"/>	stingystella@saddleandpedals.com	Passive	02/20/2020 3:51 pm	02/20/2020 3:51 pm

At the bottom of the table, there are navigation links: '<< Prev', '1', and 'Next >>'.

- **Email Address** – The email address of the user. Click the address to edit or update it.
- **Ban Status** – Whether the ban on the user is active on inactive.
 - Select an email address then use the 'Enable' / 'Disable' options at the top to turn the ban on or off.
- **Date added** - The date and time the address was added to the ban list.

- **Last updated** - The date and time the address was most recently edited

Add an email address to the ban list

- Open the admin panel (See the last link on the left)
- Click 'Emails' > 'Banlist'
- Click 'Ban New Email'

The screenshot shows the 'Banned Email Addresses' page in a service desk application. The breadcrumb trail is 'Service Desk > Emails > Banlist'. The page title is 'Banned Email Addresses' with a help icon. Below the title are action buttons: '+ Ban New Email' (circled in red with a hand cursor), 'Enable', 'Disable', and 'Delete'. A dropdown menu shows 'Show 25 records' and a search bar is labeled 'Search...'. A table lists banned email addresses with columns for 'EMAIL ADDRESS', 'BAN STATUS', 'DATE ADDED', and 'LAST UPDATED'. The first row shows 'garrulousgeorge@frontfork.com' with status 'Active' and date '02/20/2020 3:51 pm'. Below the table is a form titled 'Add New Email Address to Ban List'. The form has a heading 'Valid email address required.' and a 'Ban Status' section with 'Active' selected. There is an 'Email Address' input field. Below that is an 'Internal Notes' section with a text area. At the bottom are 'Add', 'Reset', and 'Cancel' buttons.

Service Desk > Emails > Banlist

Banned Email Addresses ?

+ Ban New Email Enable Disable Delete

Show 25 records Search...

	EMAIL ADDRESS	BAN STATUS	DATE ADDED	LAST UPDATED
<input type="checkbox"/>	garrulousgeorge@frontfork.com	Active	02/20/2020 3:51 pm	02/20/2020 3:51 pm
<input type="checkbox"/>	irkiniwin@eddleandnodels.com	Active	02/20/2020 3:51 pm	02/20/2020 3:51 pm

Add New Email Address to Ban List

Valid email address required.

Ban Status: * ☒ Active ☐ Disabled

Email Address: *

Internal Notes: Admin's notes.

Add Reset Cancel

Ban Status:

- **Active** – Service Desk rejects tickets and mails from this user.
- **Disabled** – Service Desk allows tickets and mails from this user.

Email Address: The email address of the user concerned.

Click the 'Add' button when you have completed all the fields.

Delete email addresses from the ban list

Removing an email address from the list will automatically lift the ban on the user.

- Open the admin panel (See the last link on the left)
- Click 'Emails' > 'Banlist'
- Select the email addresses you want to remove
- Click 'Delete'

Service Desk > Emails > Banlist

Banned Email Addresses ?

[+ Ban New Email](#) [✓ Enable](#) [✗ Disable](#) [🗑 Delete](#) Show 25 records

<input type="checkbox"/>	EMAIL ADDRESS ↕	BAN STATUS ↕	DATE ADDED ↕	LAST UPDATED ↕
<input type="checkbox"/>	garrulousgeorge@frontfork.com	Active	02/20/2020 3:51 pm	02/20/2020 3:51 pm
<input checked="" type="checkbox"/>	irkingirwin@saddleandpedals.com	Active	02/20/2020 3:51 pm	02/20/2020 3:51 pm
<input type="checkbox"/>	stingystella@saddleandpedals.com	Passive	02/20/2020 3:51 pm	02/20/2020 3:51 pm

Please Confirm

Are you sure you want to DELETE selected ban rules?

Please confirm to continue.

[No, Cancel](#) [Yes, Do it!](#)

- Click 'Yes, Do it!' To confirm the removal

The user can now submit tickets to your portal.