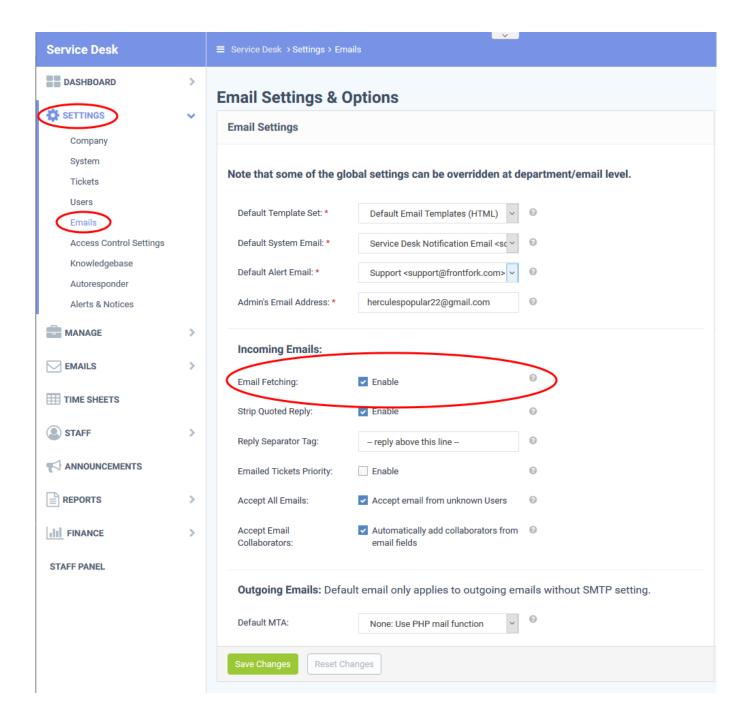Click 'Admin Panel' > 'Emails' > 'Emails'

- Service Desk can automatically create tickets from emails sent to your support email address.

- You must first enable email fetching at 'Admin Panel' > 'Settings' > 'Emails'

- You can then specify your support addresses at 'Admin Panel' > 'Emails' > 'Emails'

- There are two ways you can setup email fetching:

  - **Fetch emails via forwarding** - Service Desk generates a unique forwarding address for your account. You add a rule to your mail server to forward support emails to this address. Mails sent to the forwarding address are converted into tickets.

  - **Fetch emails via IMAP or POP** - Service Desk collects support emails direct from your mail server then converts them into tickets.

Use the following links for more help:

- Enable email fetching

- Add a new support email address

  - Email information & settings

  - New ticket settings

  - Account login information

  - Fetch email via forwarding OR Fetch email via IMAP/POP

  - SMTP settings

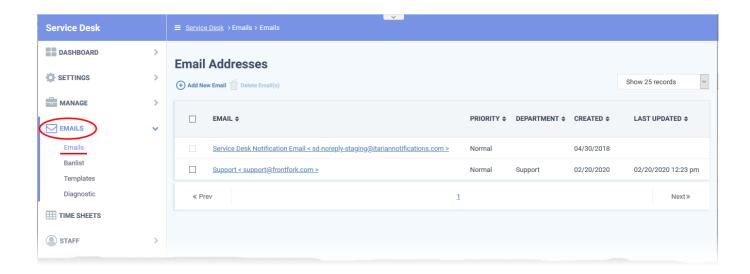- Remove unwanted addresses

Enable email fetching

- Login to ITarian

- Click 'Applications' > 'Service Desk'

- Open the admin panel (see the last link on the left)

- Click 'Settings' > 'Emails'

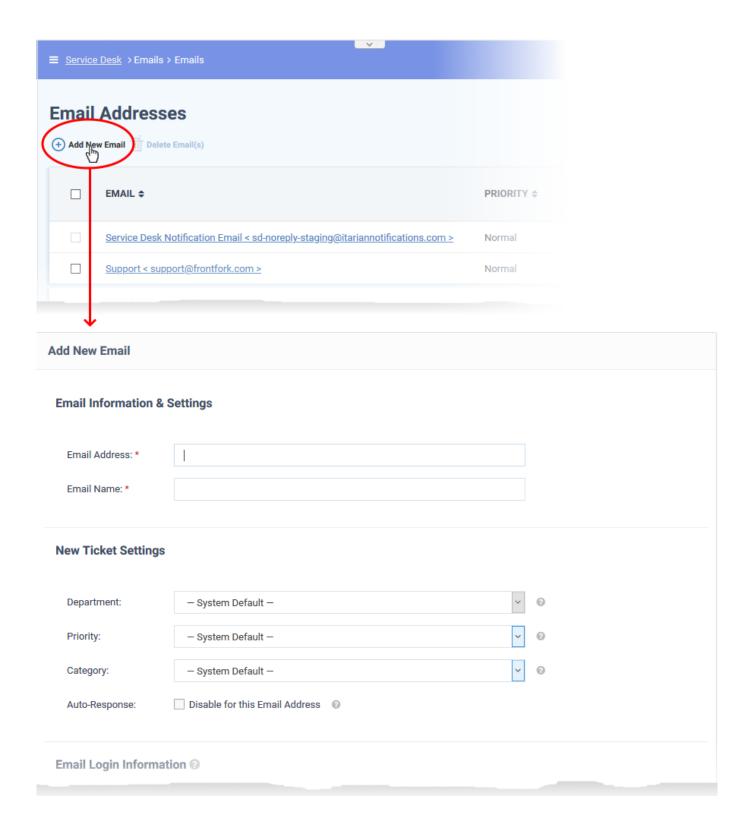- Enable email fetching as shown below:

- Click 'Save Changes' for your settings to take effect

Add a new support email address

- Open the admin panel (see the last link on the left)

- Click 'Emails' > 'Emails'

- The interface lists all existing support email addresses and allows you to create new addresses:

- Click 'Add New Email':

Email Information & Settings

- **Email Address:** Enter the email address to which users should send support requests. Service Desk will automatically convert mails sent to this address into tickets.

  - You can only have one instance of each email address on this page.

  - You should setup multiple addresses if you want to assign specific mails to specific departments or categories. For example, general-inquiries@my-company.com, account-questions@my-company.com, server-issues@my-company.com, enterprise-support@my-company.com, etc.

- **Email Name:** Enter a unique name to identify the address. For example, 'Front Desk Support Requests'.

New Ticket Settings

- **Department:** Assign tickets sent to this email address to a specific department. If you don't choose a department then the ticket is assigned to the default department. You can set the default department at 'Admin Panel' > 'Settings' > 'System'.

- **Priority:** Choose the criticality of tickets which were created from mails sent to this address. For example, Low, Normal, High.

- **Category:** Choose the ticket category assigned to tickets created via this email address.

    - Ticket categories are broad support topics such as 'Billing', 'Account changes', 'Technical Support' and so forth. You can setup ticket categories at 'Admin Panel' > 'Manage' > 'Ticket Categories'.

    - These categories are usually presented to users to help them more easily select the area with which they need help. For example, your customer-facing help page might have a menu which says 'Please select the area we can assist you with'.

    - You might want to assign the ticket to a category IF you intend for it to be handled by a specific department. If so, then please make sure you have created separate (corresponding) email addresses for each category in 'Admin Panel' > 'Emails' > 'Emails'.

    - See this wiki to read more on ticket categories.

- **Auto-Response:** Auto-responder mails are sent to users to confirm that you have received their support request. Select this option if you don't want to send these automatic responses.

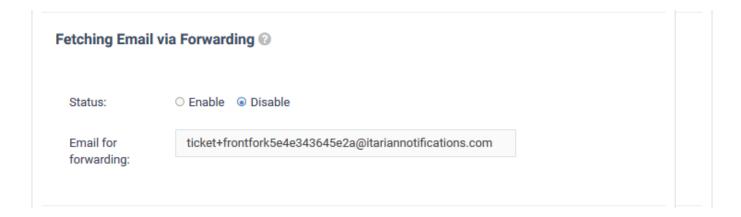## Email Login Information

- **Username:** The username of the email account. This is usually the same as the email address.

- **Password:** The password of the email account

Service Desk uses the account credentials to fetch incoming mail via IMAP/POP and to send responses via

SMTP.

Fetch Email via Forwarding

- Use this option if you want Service Desk to create tickets from mails forwarded to a specific address.

- Service Desk automatically generates an address for you to use:

Fetching Email via Forwarding ⊘

Status: ○ Enable ◉ Disable

Email for   ticket+frontfork5e4e343645e2a@itariannotifications.com
forwarding:

- Configure your mail server to forward mails to the address in the 'Email Address' field to the forwarding address.

- Mails sent to the forwarding address are converted into tickets.
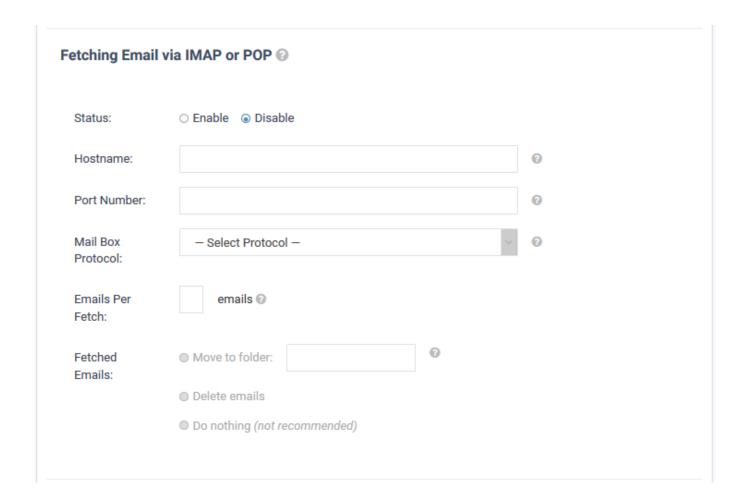

Note:
To confirm that you can receive mail at the forwarding address, some mailboxes send a verification code to the new address. This verification code should be pasted in the mailbox configuration page.
You can view the verification code sent by your mailbox as a ticket in the 'Tickets' interface:
- Open the 'Staff Panel' then click 'Tickets' > 'Open' on the left

- You should see a new ticket which contains the verification code.

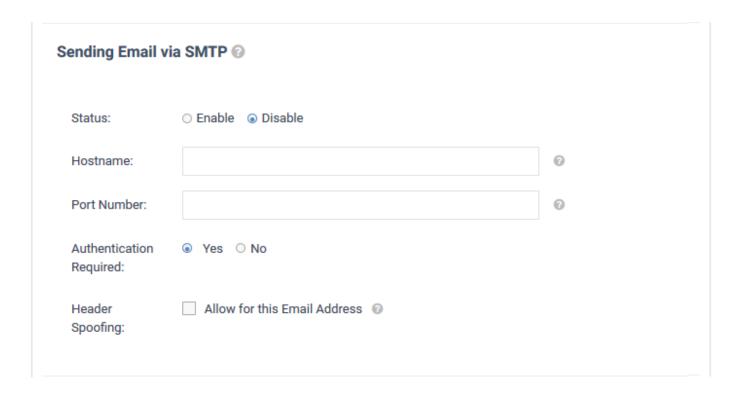- Copy the verification code and enter it in the mailbox configuration page.

Fetch Email via IMAP or POP

- Use this option if you want Service Desk to collect support emails direct from your mail server. Service Desk will convert mails received from the support email address into tickets.

- You need to specify the hostname, port and protocol of your mail server.

Fetching Email via IMAP or POP ⑦

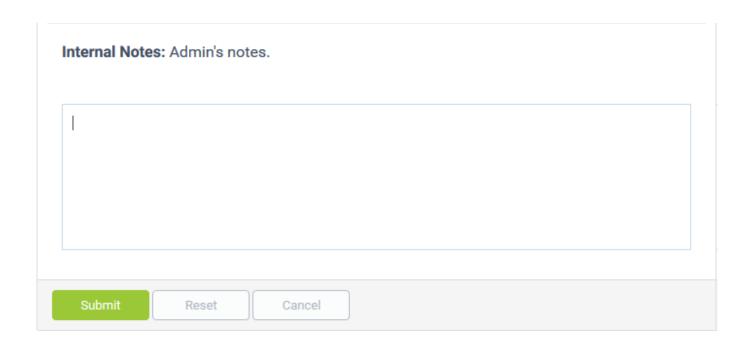|	
Status:	○ Enable ⦿ Disable
Hostname:	[ ] ⑦
Port Number:	[ ] ⑦
Mail Box Protocol:	[— Select Protocol — ▾] ⑦
Emails Per Fetch:	[ ] emails ⑦
Fetched Emails:	○ Move to folder: [ ] ⑦
	○ Delete emails
	○ Do nothing *(not recommended)*

Send Email via SMTP

- Use this option if you want Service Desk to send outgoing mail, like auto-responses, from the address specified in the email address field.

- You need to specify the hostname and port number of your SMTP server:

Sending Email via SMTP ⓘ

Status:	○ Enable ⦿ Disable
Hostname:	[ ] ⓘ
Port Number:	[ ] ⓘ
Authentication Required:	⦿ Yes ○ No
Header Spoofing:	☐ Allow for this Email Address ⓘ

Internal Notes

Internal Notes: Admin's notes.

[   ]
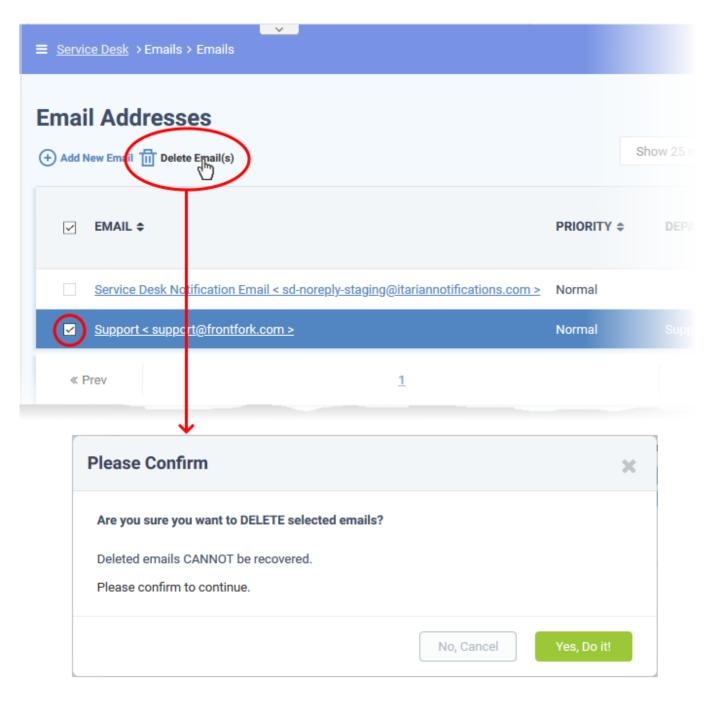
[**Submit**] [Reset] [Cancel]

- Add any notes related to the email address for internal purpose.

- Click the 'Submit' button

Remove unwanted addresses

Note – You cannot remove an address if it is set as the default for receiving alerts. Click 'Admin Panel' > 'Settings' > 'Emails' to change the 'Default Alert Email' address.

- Open the admin panel (See the last link on the left)

- Click 'Emails' > 'Emails'

- Select the addresses you want to remove then click 'Delete Email(s)'

- Click 'Yes. Do it!' to confirm the removal.