

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:

Service Desk | Service Desk > Settings > Emails

Email Settings & Options

Email Settings

Note that some of the global settings can be overridden at department/email level.

Default Template Set: * Default Email Templates (HTML) ?

Default System Email: * Service Desk Notification Email <sc ?

Default Alert Email: * Support <support@frontfork.com> ?

Admin's Email Address: * herculespopular22@gmail.com ?

Incoming Emails:

Email Fetching: Enable ?

Strip Quoted Reply: Enable ?

Reply Separator Tag: -- reply above this line -- ?

Emailed Tickets Priority: Enable ?

Accept All Emails: Accept email from unknown Users ?

Accept Email Collaborators: Automatically add collaborators from email fields ?

Outgoing Emails: Default email only applies to outgoing emails without SMTP setting.

Default MTA: None: Use PHP mail function ?

[Save Changes](#) [Reset Changes](#)

- 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:

Service Desk

Service Desk > Emails > Emails

Email Addresses

+ Add New Email Delete Email(s)

Show 25 records

| <input type="checkbox"/> | EMAIL | PRIORITY | DEPARTMENT | CREATED | LAST UPDATED |
|--------------------------|---|----------|------------|------------|---------------------|
| <input type="checkbox"/> | Service Desk Notification Email <sd-noreply-staging@itariannotifications.com> | Normal | | 04/30/2018 | |
| <input type="checkbox"/> | Support <support@frontfork.com> | Normal | Support | 02/20/2020 | 02/20/2020 12:23 pm |

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- Click 'Add New Email':

Email Addresses

[+ Add New Email](#) [Delete Email\(s\)](#)

| <input type="checkbox"/> | EMAIL ↕ | PRIORITY ↕ |
|--------------------------|---|------------|
| <input type="checkbox"/> | Service Desk Notification Email < sd-noreply-staging@itariannotifications.com > | Normal |
| <input type="checkbox"/> | Support < support@frontfork.com > | Normal |

Add New Email

Email Information & Settings

Email Address: *

Email Name: *

New Ticket Settings

Department: ?

Priority: ?

Category: ?

Auto-Response: Disable for this Email Address ?

Email Login Information ?

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

Email Login Information

Username:

Password:

- **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 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 ?

Status: Enable Disable

Hostname: ?

Port Number: ?

Mail Box Protocol: ?

Emails Per Fetch: emails ?

Fetch: Move to folder: ?

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)'

The screenshot shows a web interface for managing email addresses. At the top, there is a breadcrumb trail: 'Service Desk > Emails > Emails'. Below this is the title 'Email Addresses'. There are two buttons: '+ Add New Email' and 'Delete Email(s)'. The 'Delete Email(s)' button is circled in red, and a red arrow points from it to a confirmation dialog box. The dialog box has a title 'Please Confirm' and a close button 'X'. The text inside the dialog box reads: 'Are you sure you want to DELETE selected emails?', 'Deleted emails CANNOT be recovered.', and 'Please confirm to continue.' At the bottom of the dialog box, there are two buttons: 'No, Cancel' and 'Yes, Do it!'.

| <input checked="" type="checkbox"/> | EMAIL ↕ | PRIORITY ↕ | DEPA |
|-------------------------------------|---|------------|------|
| <input type="checkbox"/> | Service Desk Notification Email < sd-noreply-staging@itariannotifications.com > | Normal | |
| <input checked="" type="checkbox"/> | Support < support@frontfork.com > | Normal | Supp |

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

