

?Can I keep my existing support email address

[Channels](#) - [تعليقات \(.\)](#) - Phil Rigby - 2023-09-13

Yes, you can connect existing email accounts to Deskpro. Your users will still send and receive emails from your .support@ email address, but each new issue they raise will create a ticket within Deskpro

Users should not see any changes in how they interact with your agents, but your agents will use the Deskpro interface to respond to tickets, allowing them to easily keep track of individual issues, find similar or related .tickets, and collaborate with other agents

You don't have to limit it to your support@ address. You can connect your sales@, jobs@, etc. addresses too, and .link them to different departments within Deskpro

For Deskpro Cloud, you will need to configure a [custom email address](#), using a forwarding email to send emails .to the email address we provide

For Deskpro On-Premise, you can [configure your instance](#) like a standard mail client, and Deskpro will download .emails directly from your mail server