

?Can I run an Email-only helpdesk

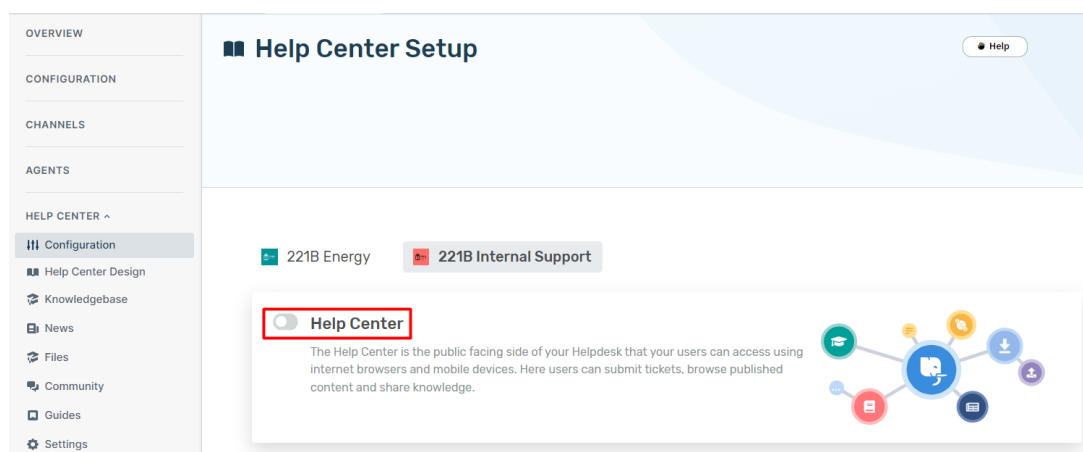
Channels - (٠) تعليقات - Lara Proud - 2023-09-07

You can set up your helpdesk to run as an email-only solution, where Users can only contact .the helpdesk directly with no use of, or access to the Help Center web interface

You can configure your helpdesk for this in the Admin interface. Setup will vary depending .on whether you want the Help Center enabled or not

Help Center Disabled

Firstly, go to **Help Center > Configuration** and disable your Help Center. If you have .multiple brands, you can disable these per brand



.You then need to disable User Registration

Warning

Disabling user registration means new Users cannot create accounts in your helpdesk, so they cannot submit tickets via email. They would have to be manually created by an Agent for them to be able to submit tickets.

However, Users that were already registered exist in your CRM, so can submit tickets via .email

To disable User Registration, go to **CRM > User Auth & SSO**, then select Manage on the :Deskpro authentication option and choose **Disable Registration**

Registration

☐ Enable Registration

With registration enabled, new users will be able to create accounts on your helpdesk. This means users can register manually and they will register automatically by submitting new tickets or other content like community topics or comments.

☒ Disable Registration

With registration disabled, new users cannot create accounts. For users to submit content to the helpdesk (such as tickets or comments), they must exist already, or an agent must manually create them. For example, if a new person sends an email to the helpdesk, but they don't exist, it will be rejected.

You will also need to disable your Ticket Satisfaction Survey, which includes links that direct Users to your Help Center to rate their support. Do this by going to **Features >**

.Satisfaction

Note

When you have the Help Center disabled, links to it will be removed from any User-facing .emails

Help Center Enabled

Alternatively, if you want the Help Center enabled, it can host support content but not be .linked to in User-facing emails

You can remove links to the Help Center by editing the following Email Templates in the Admin interface. Go to **Channels > Email > Templates** and look at the **User Email :Templates**. In each template, delete the section of code from

```
{% ()if app.isPortalEnabled %}
```

to

```
{% endif %}
```

.inclusive

.This will need to be repeated across the other User Email Templates that include it

You will also want to edit the email footer as it contains a Help Center link, edit the block :emails_common:email_code_bottom.html.twig by removing this code from it

```
if app.isPortalEnabled() and can_login(recipient.id) %}<a href="{{ deskpro_url }}">{{ %}  
{% deskpro_url %}</a>{% endif
```

