



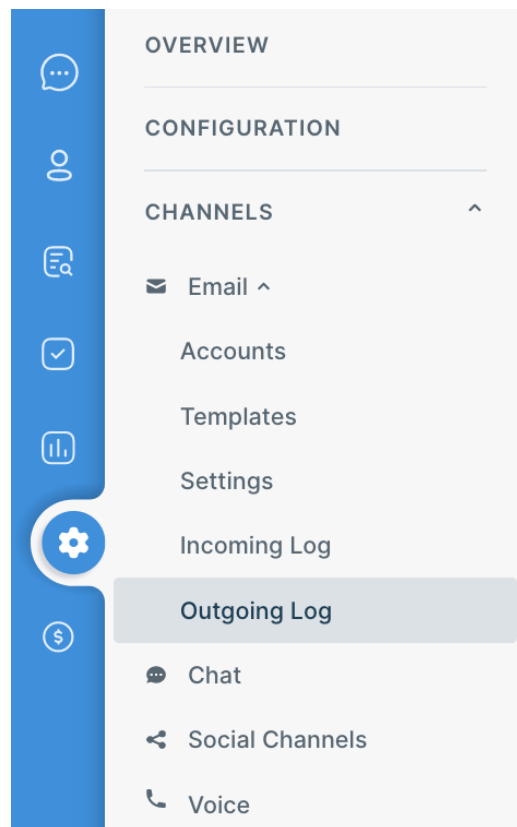
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## ?How do I enable logging for outgoing email

[Channels](#) - (0) [تعليقات](#) - Christopher Nadeau - 2023-09-07

All your outgoing mail is automatically logged and saved in your helpdesk, these logs are helpful for you to be able to view for any troubleshooting problems

.To view the outgoing mail log, go to **Admin > Channels > Email > Outgoing Log**



Please note that email processing **does not** happen instantly, there may be a slight delay as Deskpro queues up and sends outgoing mail in batches

You can view the details of an email in the log by clicking on it in the list or by hovering over the end of the row and clicking the **information icon**

**Outgoing Email Logs**

0 selected | Action

Date Created	Email ID	Status	From	To	Subject	Ticket
about 3 hours	311	<span style="color: red;">!</span>	Lara Proud <noreply@e44f546f9f>	Sarah L'Heureux <sarah.lheureux@deskpro.com>	[#54 UPDATED] Re: My radiator is L...	54
about 3 hours	310	<span style="color: red;">!</span>	Lara Proud <noreply@e44f546f9f>	Sarah L'Heureux <sarah.lheureux@deskpro.com>	[#54 ASSIGNED TEAM] Re: My radi...	54
about 3 hours	309	<span style="color: red;">!</span>	David Green <noreply@e44f546f9f>	Sarah L'Heureux <sarah.lheureux@deskpro.com>	[#54 NEW TICKET] My radiator is L...	54

:This will open a drawer that will give you the details of the email

id: 311 ✕

### Outgoing Email: 311

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**Information** [Source](#) [Log](#)

Reference  
1644487315-KTHUUFKNYGAKQKWWEWJYPJJTHZX6BQGP8KWNIF

Date  
Thursday, 10 Feb 2022 10:01 AM

Status  
Error (Thursday, 10 Feb 2022 10:02 AM)

Attempts  
1

From  
Lara Proud <noreply@ef44f54f6f9f>

To  
Sarah L'Heureux <sarah.lheureux@deskpro.com>

Subject  
[#54 UPDATED] Re: My radiator is faulty

- البطاقات
- [email](#)

### مواضيع ذات صلة

- [?How long are outgoing emails retained for in cloud accounts](#)
- [I'm having trouble with outgoing email](#)