

<u> Pusing Deskpro > Admin > Ticket Structure > How do I set up a new user registration form < قاعدة المعلومات</u>

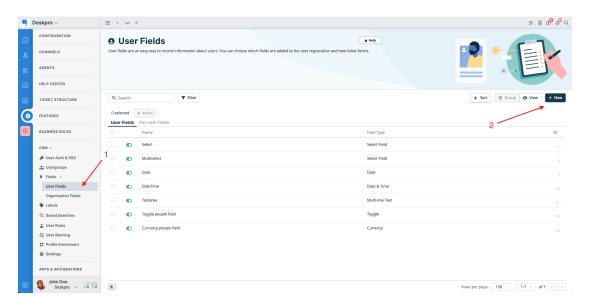
?How do I set up a new user registration form

<u>Ticket Structure</u> - (۱) تعلیقات - Manu Marquez - 2023-09-08

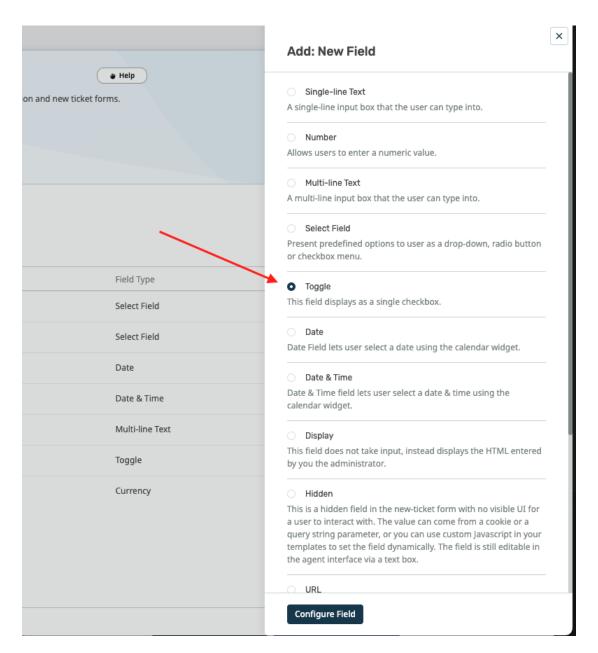
.Some organizations need new users to complete a form to provide information, agree to network policies, etc

This article explains how you can implement this in Deskpro so that users can submit a ticket form and all the information is added directly to their profiles. We'll also demonstrate how to embed a form to collect information .from new users

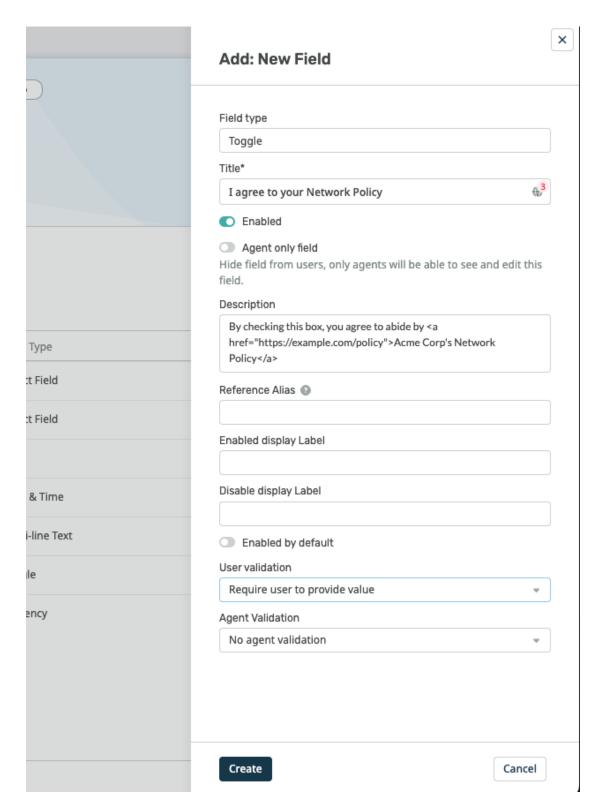
.Go to Admin > CRM > Fields > User Fields. Click "New" to create a new Custom Field .1



Choose a field from the list provided, and click **Configure Field**. For this example, we are going to use a toggle .to record that the user agreed to your network policy



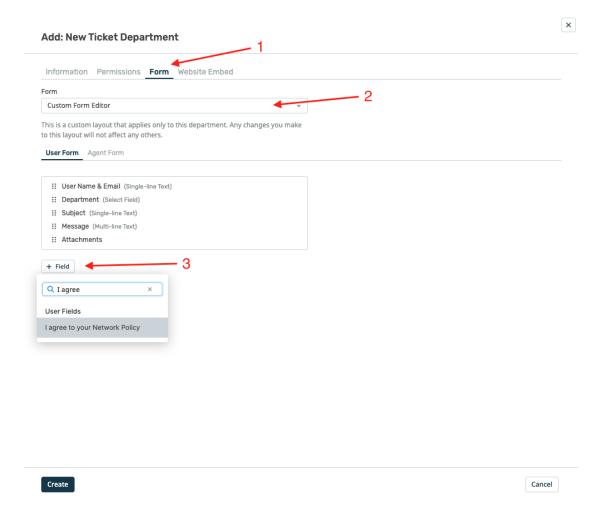
During the field configuration, you will be able to set up Title, Description, and User Validation amongst other



. Go to ${\bf Admin > Ticket\ Structure > Departments}$ and create a new department called New Users .2

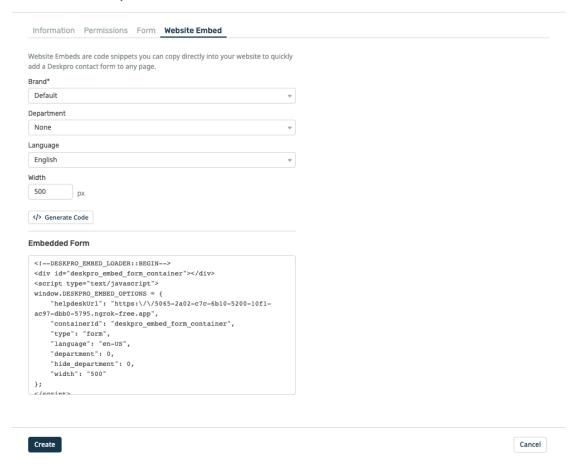
.In the ${f Form}$ tab, select ${f Custom}$ ${f Form}$ ${f Editor}$.3

Click on the + **Field** button to add your newly created Toggle field — type the name of your field to find it in .4 :the provided list



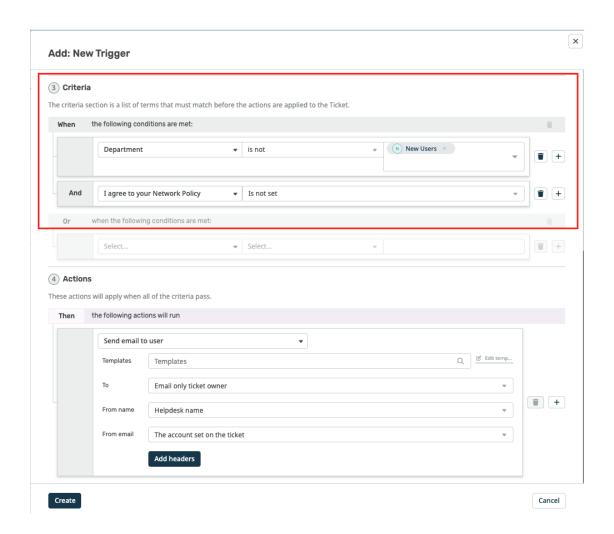
To make it easy for users to find the form, you can embed it on its own page on your website/intranet. Select .5 .the **Website Embed** tab, and add the code to your site

Add: New Ticket Department



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You could set up a trigger so that, if users haven't agreed to the network policy when submitting a ticket to .6 any other department than "New Users", they get an automatic email reminder to fill in the new user form. You'll .need to create a new email template for this reminder



مواضيع ذات صلة

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