



[?Using Deskpro](#) > [Admin](#) > [Ticket Structure](#) > [How do I set up a new user registration form](#) < [قاعدة المعلومات](#)

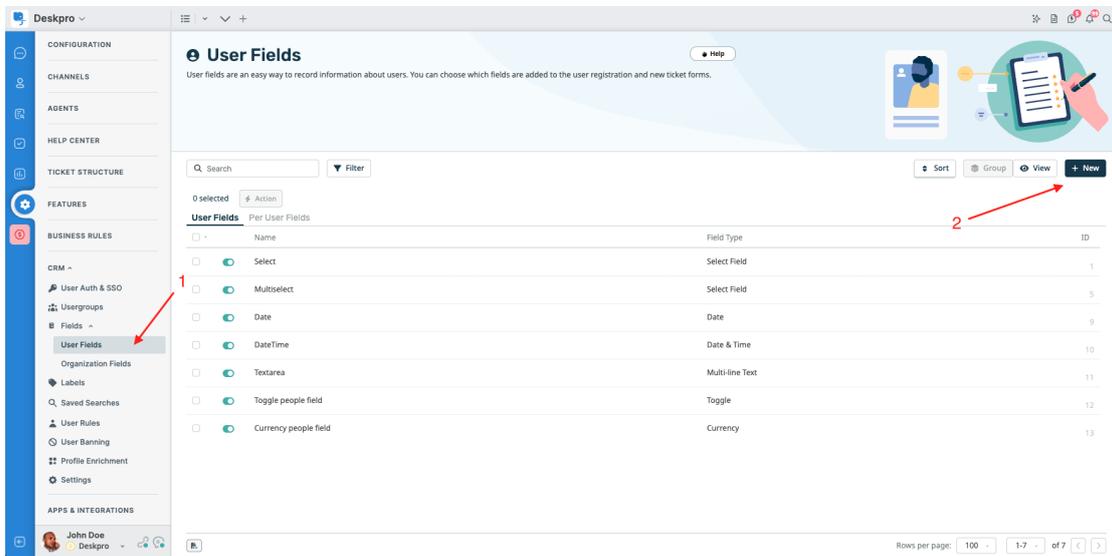
?How do I set up a new user registration form

[Ticket Structure](#) - [تعليقات \(.\)](#) - 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

on and new ticket forms.

Help

Add: New Field

- Single-line Text
A single-line input box that the user can type into.
- Number
Allows users to enter a numeric value.
- Multi-line Text
A multi-line input box that the user can type into.
- Select Field
Present predefined options to user as a drop-down, radio button or checkbox menu.
- Toggle
This field displays as a single checkbox.
- Date
Date Field lets user select a date using the calendar widget.
- Date & Time
Date & Time field lets user select a date & time using the calendar widget.
- Display
This field does not take input, instead displays the HTML entered by you the administrator.
- Hidden
This is a hidden field in the new-ticket form with no visible UI for a user to interact with. The value can come from a cookie or a query string parameter, or you can use custom Javascript in your templates to set the field dynamically. The field is still editable in the agent interface via a text box.
- URL

Configure Field

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

Add: New Field

×

Field type

Toggle

Title*

I agree to your Network Policy 3

Enabled

Agent only field
Hide field from users, only agents will be able to see and edit this field.

Description

By checking this box, you agree to abide by Acme Corp's Network Policy

Reference Alias ?

Enabled display Label

Disable display Label

Enabled by default

User validation

Require user to provide value ▼

Agent Validation

No agent validation ▼

Create

Cancel

.Go to **Admin > Ticket Structure > Departments** and create a new department called New Users .2

.In the **Form** tab, select **Custom Form 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

Add: New Ticket Department



Information Permissions **Form** Website Embed

Form

Custom Form Editor

This is a custom layout that applies only to this department. Any changes you make to this layout will not affect any others.

User Form Agent Form

:: User Name & Email (Single-line Text)
:: Department (Select Field)
:: Subject (Single-line Text)
:: Message (Multi-line Text)
:: Attachments

+ Field

I agree

User Fields

I agree to your Network Policy

Create

Cancel

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



Information Permissions Form **Website Embed**

Website Embeds are code snippets you can copy directly into your website to quickly add a Deskpro contact form to any page.

Brand*

Default

Department

None

Language

English

Width

500 px

</> Generate Code

Embedded Form

```
<!--DESKPRO_EMBED_LOADER::BEGIN-->
<div id="deskpro_embed_form_container"></div>
<script type="text/javascript">
window.DESKPRO_EMBED_OPTIONS = {
  "helpdeskUrl": "https://5065-2a02-c7c-6b10-5200-10f1-
ac97-dbb0-5795.ngrok-free.app",
  "containerId": "deskpro_embed_form_container",
  "type": "form",
  "language": "en-US",
  "department": 0,
  "hide_department": 0,
  "width": "500"
};
</script>
```

Create

Cancel

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

Add: New Trigger
✕

3 Criteria

The criteria section is a list of terms that must match before the actions are applied to the Ticket.

When the following conditions are met:

	Department	is not	New Users	✕	+
	I agree to your Network Policy	Is not set			

Or when the following conditions are met:

	Select...	Select...		✕	+
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4 Actions

These actions will apply when all of the criteria pass.

Then the following actions will run

	Send email to user	✕	
Templates	Templates 🔍 Edit temp...		
To	Email only ticket owner		
From name	Helpdesk name		
From email	The account set on the ticket		
Add headers			

Create
Cancel

مواضيع ذات صلة

- [?How do I add Custom User Fields to Ticket Forms](#) •
- [Creating Effective Custom New Ticket Contact Forms](#) •