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## How do I set up an email account for outgoing messages only?

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Most email messages sent by Deskpro are linked to a particular ticket. However, some automatic emails do not relate to a specific ticket; for example, password reset links, welcome emails, and login alerts. The account used to send these non-ticket emails is called the default email account. You can pick which account this is from

**Admin > Channels > Email > Settings.**

The screenshot shows the Deskpro Admin interface. On the left, a sidebar under 'CHANNELS' has 'Email' selected. The main content area is titled 'Outbound Email Settings' and contains a 'Default email account' field which is highlighted with a red box. Below this, there is a description of what non-ticket related emails are and how this option defines which email account to use for them. The 'Brands' section shows three brands: 221B Energy (selected), 221B Internal Support, and Test brand. At the bottom, there is a 'Default email account' dropdown menu set to 'contact@221benergy.deskpro.com'.

You may prefer to use a "no-reply" account for non-ticket emails instead of an email account configured to accept tickets. That means that if a user replies to a password reset email, for example, their message will be discarded instead of converted into a ticket.

To set up a no-reply account:

1. Go to **Admin > Channels > Emails > Accounts** and create a new account, e.g. `noreply@yourcompany.com`.
2. Configure the settings.
3. Enable and save the account.
4. Go back to **Admin > Channels > Email > Settings** and select the new no-reply account as the default email account.

You may also wish to edit the user email templates that are sent from the no-reply address (i.e. all the user email templates except those under Ticket Emails) to add a message making it clear that any replies to this address will not be read. This can be edited under **Admin > Channels > Email > Templates**.

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# Email Templates

Template: please select

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Additionally, if you want to automatically delete any tickets created via your noreply@ account, you can create a Trigger in **Admin > Business Rules > Triggers**.