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## How do I set a default department for tickets submitted via the user portal?

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To set a default department for the ticket form in your user portal, go to **Admin > Tickets** > **Departments.** 

Default departments	
The default department is pre-selected	d in new ticket forms
Default department for agents:	
Default department for users:	

Here there is the option to select the default department for users so that when they access the contact form via the user portal, this department will be pre-selected e.g Support rather than Sales.

Department *		
Support		Ŧ
Subject *		
Message *		