

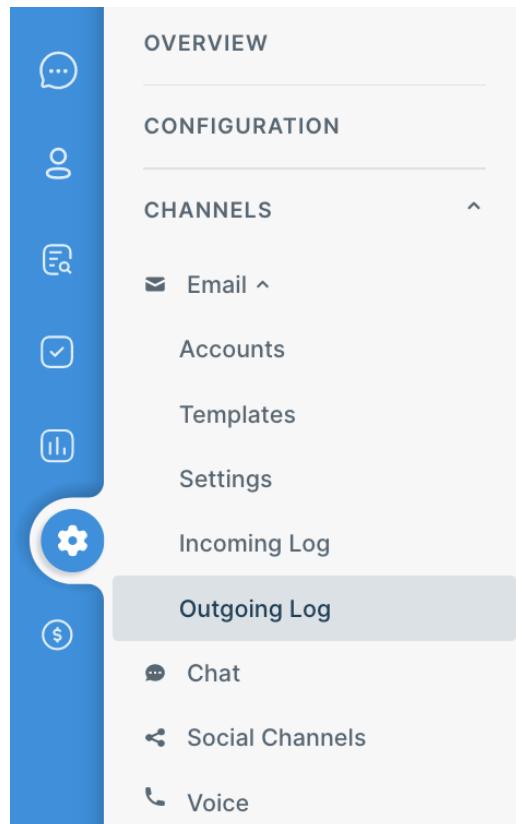


## How do I enable logging for outgoing email?

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

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**.

The screenshot shows a table titled 'Outgoing Email Logs' with the following data:

Date Created	Email ID	Status	From	To	Subject	Ticket
about 3 hours	311	<span style="color: red;">✉️</span>	Lara Proud <noreply@ef44f546f9f9f>	Sarah L'Heureux <sarah.lheureux@deskpro.com>	[#54 UPDATED] Re: My radiator is...	<span style="color: blue;">54</span>
about 3 hours	310	<span style="color: red;">✉️</span>	Lara Proud <noreply@ef44f546f9f9f>	Sarah L'Heureux <sarah.lheureux@deskpro.com>	[#54 ASSIGNED TEAM] Re: My radi...	<span style="color: blue;">54</span>
about 3 hours	309	<span style="color: red;">✉️</span>	David Green <noreply@ef44f546f9f9f>	Sarah L'Heureux <sarah.lheureux@deskpro.com>	[#54 NEW TICKET] My radiator is t...	<span style="color: blue;">54</span>

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

## Outgoing Email: 311

id: 311



### Information Source Log

#### Reference

1644487315-KTHUUFKNYGAKQKVWEWJYPJTHZX6BQGP8KWNIf

#### 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

- Tags
- [email](#)

## Related Content

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