

Knowledge Base > Using Deskpro > Admin > Ticket Structure > How do I set up a new user registration form?

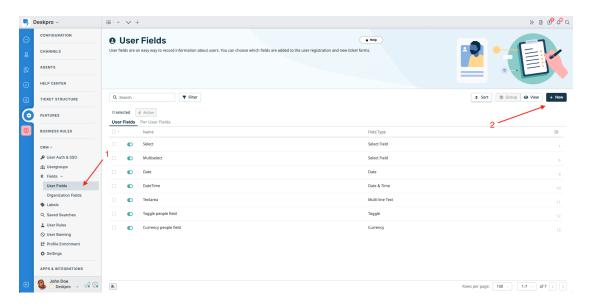
How do I set up a new user registration form?

Manu Marquez - 2023-09-08 - Comments (0) - Ticket Structure

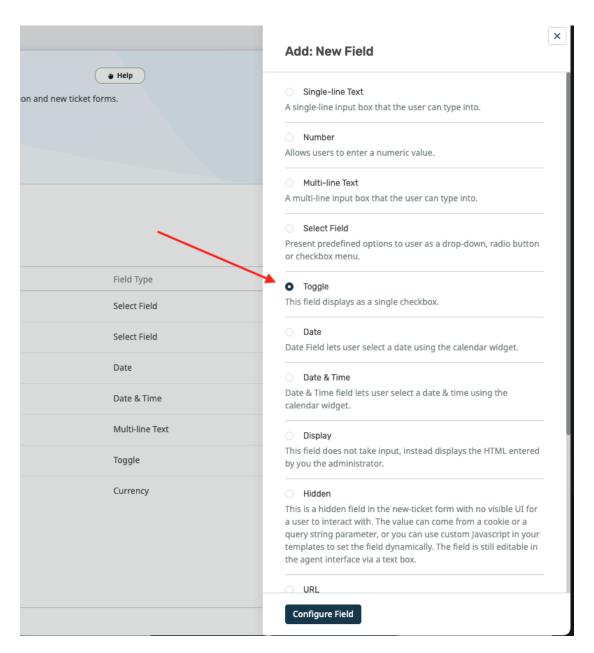
Some organizations need new users to complete a form to provide information, agree to network policies, etc.

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.

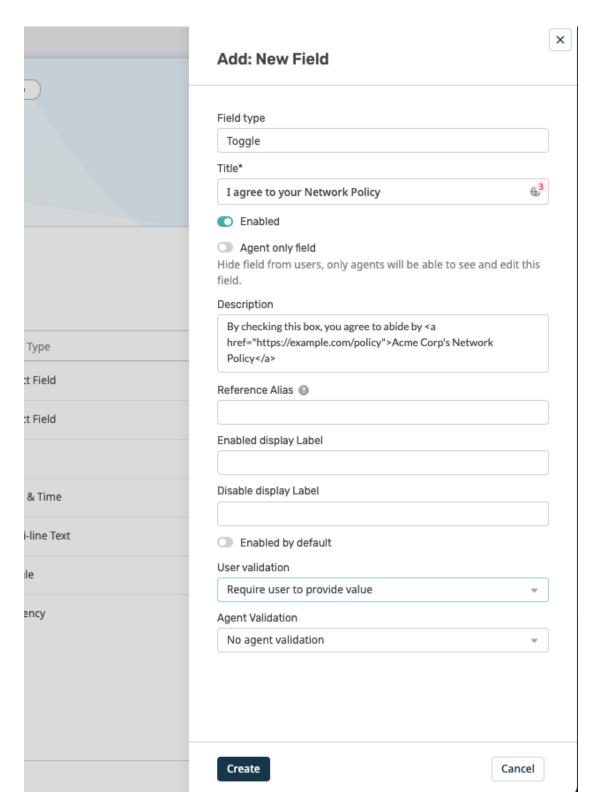
1. Go to Admin > CRM > Fields > User Fields. Click "New" to create a new Custom Field.



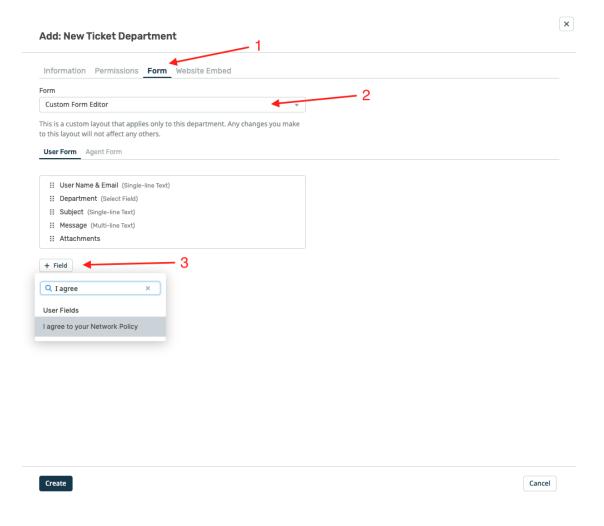
Choose a field from the list provided, and click **Configure Field**. For this example, we are going to use a toggle to record that the user agreed to your network policy.



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

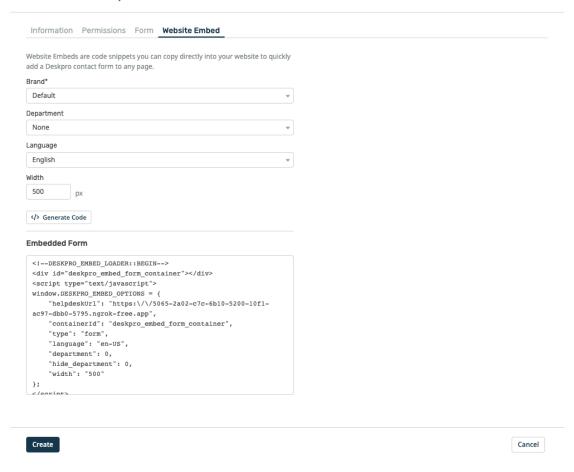


- ${\it 2. Go to } \textbf{Admin > Ticket Structure > Departments} \text{ and create a new department called New Users}.$
- 3. In the **Form** tab, select **Custom Form Editor**.
- 4. Click on the + **Field** button to add your newly created Toggle field type the name of your field to find it in the provided list:



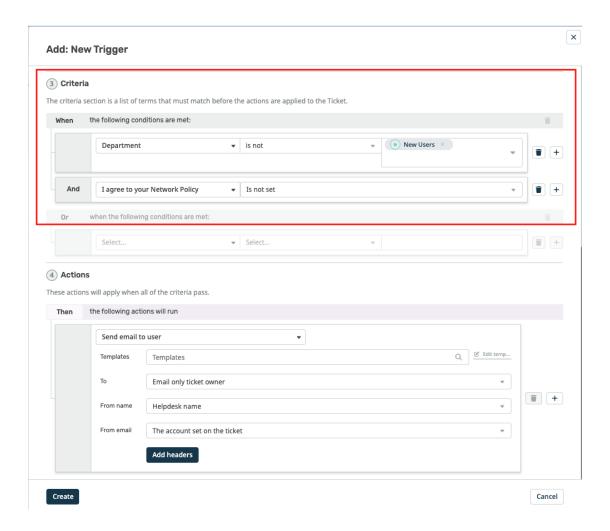
5. To make it easy for users to find the form, you can embed it on its own page on your website/intranet. Select the **Website Embed** tab, and add the code to your site.

Add: New Ticket Department



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6. You could set up a trigger so that, if users haven't agreed to the network policy when submitting a ticket to 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.



Related Content

- How do I add Custom User Fields to Ticket Forms?
- <u>Creating Effective Custom New Ticket Contact Forms</u>