



How do I add an organization-wide email signature?

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Agents can [create a personal signature](#) within their account preferences, but you might want to set an organization signature that applies to all Agent replies being emailed to your users from Deskpro.

This can be set up in your User Email Templates. Go to **Admin > Channels > Email > Templates > User Email Templates > Ticket Emails**.

You will need to update two of the templates **New Ticket by Agent** and **New Agent Reply**:

The screenshot shows the 'Email Templates' interface. The 'Template: please select' dropdown is set to 'Agent Email Templates'. The 'Ticket Emails' section is expanded, showing the following items:

- New Ticket Auto-Response*
- New Ticket by Agent*** (highlighted with a red arrow)
- New Ticket Confirmation
- New Ticket Denied (Registration...)
- New Agent Reply** (highlighted with a red arrow)
- New Ticket Reply From We...
- User Reply Auto-Response
- New reply rejected because tic...
- Validation
- Warnings, alerts & errors
- Rating
- CC and new participants

The 'Preview' and 'Default' tabs are visible on the right, along with fields for 'Use ticket: 1', 'Email subject', and 'Email'.

On the Templates insert the Organization Signature underneath where the template says:

```
emails common:ticket message.html.twig

{% endif %}

<br /><br />
```

Email subject

```
1 {{ticket.subject}}
```

Email

```
1 <html>
2 <head>
3   [blocks:resources.html.twig]
4 </head>
5 <body>
6 [emails common:email code top.html.twig]
7
8 [blocks:header.html.twig]
9
10  {% set message = ticket_messages|first %}
11  {% if message.person.is_agent %}
12    [emails common:ticket message agent.html.twig]
13  {% else %}
14    [emails common:ticket message.html.twig]
15  {% endif %}
16
17  <br /><br />
18
19  <body> Flora Street Support Center </body>
20
21  {% for message in ticket_messages|slice(1) %}
22    {% if not context.message_limit or loop.index0 < context.message_limit %}
23      [emails common:ticket message row.html.twig]
24    {% endif %}
25  {% endfor %}
26
27  {% if app.isPortalEnabled() and can_login(recipient.id) %}
28    <br /><br />
29
30    [helpcenter.emails.ticket access ticket online]
31    <a href="{{ ticket_link }}"/>{{ ticket_link }}</a>
32  {% endif %}
33
34 [blocks:footer.html.twig]
35
36 [emails common:email code bottom.html.twig]
37 </body>
38 </html>
```

In the above example, this will insert the phrase 'Flora Street Support Center' into each message that is sent.