

?How can I run an email-only helpdesk

Ben Henley - 2023-08-31 - Comment (1) - Deskpro Legacy

:Question

I'd like to have my users interact with the helpdesk by email *only*, with no use of the ?portal/web at all. How do I set that up

:Answer

These are the steps you need to take in the admin interface to set up an email-only :helpdesk

1. In **Ticket > Settings > .1**
Email Validation and disable all the registration and validation requirements

2. Disable the portal from **Admin > User Interface > Setup** by unticking the below :option



3. In **Tickets > Satisfaction**, make sure the ticket satisfaction survey is disabled

.When the portal is disabled, Deskpro will not show links to the portal in user-facing emails

Portal enabled but without links in user emails

You may want to leave the portal enabled, but without linking to it in user-facing emails (for .(example, if you only want some of your users to know about it

You can remove links to the portal in emails by editing the following templates in **Admin > :Tickets > Email Templates**

Layout > Footer •

New Ticket Confirmation •

New Ticket Created by Agent •

New Agent Reply •

User Reply Auto-Response •

In each template, delete the section of code from

```
{% ()if app.isPortalEnabled %}
```

to the next

```
{% endif %}
```

.inclusive

Tags

email-only

portal