

Deskpro Legacy > How do I set up an email account for outgoing messages < مرکز آموزش only

## How do I set up an email account for outgoing messages ?only

Ben Henley - 2023-09-15 - Comment (1) - Deskpro Legacy

.Most email messages sent by Deskpro are linked to a particular ticket

Some automatic emails do not relate to a specific ticket; for example, password reset links, .welcome emails, and login alerts

The account used to send the non-ticket emails is called the **default email account**. You .can pick which account this is from **Setup > Settings** in the admin interface

You may prefer to use a "no-reply" account for non-ticket emails instead of an email account configured to accept tickets. That means that if a user replies to a password reset .email, for example, their message will be discarded instead of converted into a ticket

:To set this up

Go to **Admin > Emails > Email Accounts** and create a new account, e.g. .1 .noreply@yourcompany.com

.Configure the settings .2

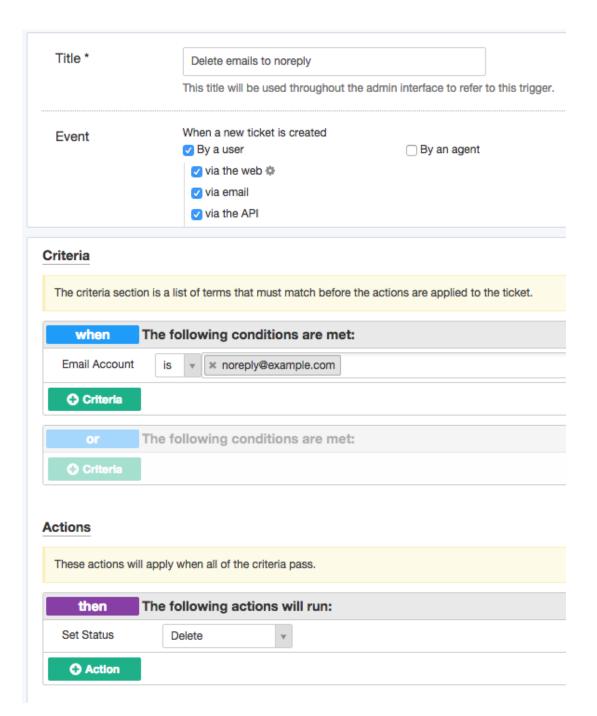
.Enable and save the account .3

Go to **Setup > Settings** and select the new no-reply account as the default email .4 .account

## DeskPRO sends a number of non-ticket related You can edit accounts or add new accounts from Since these emails are not directly related to con Default account: noreply@

You may also wish to edit the user email templates that are sent from the no-reply address (ie all the user email templates except those under Ticket Emails) to make clear that you .will not read any replies

If you want to automatically delete any tickets created via your noreply@ account, create a .trigger in **Admin > Tickets > New Ticket Triggers** 



**Related Content** 

Setting up a Custom Email Address with Deskpro Cloud •