How do I set up an Outlook account as a ticket account for Cloud?

Ben Henley - 2023-08-18 - Comments (0) - Configuration

To use an Outlook.com email address to receive tickets, you will need to set up mail forwarding to your Deskpro Cloud helpdesk.

To do this:

1. Within Outlook.com, click the gear icon at top right, then click **Options**.
2. Click **Email forwarding**.
3. Select **Forward your mail to another email account**.
4. Enter the relevant *@yourcompany.deskpro.com* address.
5. Click **Save**.

Tags

email

forwarding

outlook.com