

Baza znanja > Using Deskpro > Admin > Channels > How do I add an organization-wide email signature?

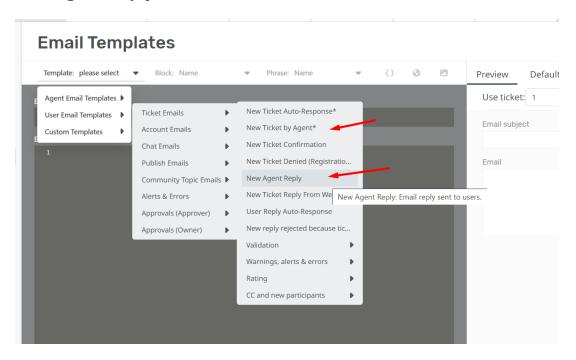
How do I add an organization-wide email signature?

John Davison - 2023-09-08 - Comments (0) - Channels

Agents can <u>create a personal signature</u> 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**:



emails common:ticket message.html.twig

{% endif %}


```
Email subject
  1 {{ticket.subject}}
  1 <html>
2 <head>
blocks:resources.html.twig
  4 </head>
5 <body>
      [emails common:ticket message.html.twig]
{% endif %}
 15
16
17
18
19
20
21
22
23
      <br /><br />
      <body> Flora Street Support Center </body>
      24
25
26
27
28
29
30
      helpcenter.emails.ticket access ticket online
  <a href="{{ ticket_link }}">{{ ticket_link }}</a>
{% endif %}
 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.