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## How do I enable logging for outgoing email?

Christopher Nadeau - 2023-09-07 - [Reacties \(0\) - Channels](#)

All your outgoing mail is automatically logged and saved in your helpdesk, these logs are helpful for you to be able to view for any troubleshooting problems.

To view the outgoing mail log, go to **Admin > Channels > Email > Outgoing Log**.

The screenshot shows the Deskpro Admin sidebar on the left with various icons: a speech bubble, a user, a mail, a checkmark, a chart, a gear, and a dollar sign. The main content area is titled 'OVERVIEW' and has sections for 'CONFIGURATION', 'CHANNELS', and 'Email'. Under 'Email', there are sub-sections for 'Accounts', 'Templates', 'Settings', 'Incoming Log', and 'Outgoing Log'. The 'Outgoing Log' section is highlighted with a grey background. Below it, there are sections for 'Chat', 'Social Channels', and 'Voice'.

Please note that email processing **does not** happen instantly, there may be a slight delay as Deskpro queues up and sends outgoing mail in batches.

You can view the details of an email in the log by clicking on it in the list or by hovering over the end of the row and clicking the **information icon**.

The screenshot shows a table titled 'Outgoing Email Logs'. The table has columns for 'Selected', 'Date Created', 'Email ID', 'Status', 'From', 'To', 'Subject', and 'Ticket'. There are three rows of data:

Selected	Date Created	Email ID	Status	From	To	Subject	Ticket
<input type="checkbox"/>	about 3 hours	311	<span style="color: red;">✉</span>	Lara Proud <noreply@ef44f546f9f9f>	Sarah L'Heureux <sarah.lheureux@deskpro.com>	[#54 UPDATED] Re: My radiator is...	<span style="color: blue;">54</span>
<input type="checkbox"/>	about 3 hours	310	<span style="color: red;">✉</span>	Lara Proud <noreply@ef44f546f9f9f>	Sarah L'Heureux <sarah.lheureux@deskpro.com>	[#54 ASSIGNED TEAM] Re: My radi...	<span style="color: blue;">54</span>
<input type="checkbox"/>	about 3 hours	309	<span style="color: red;">✉</span>	David Green <noreply@ef44f546f9f9f>	Sarah L'Heureux <sarah.lheureux@deskpro.com>	[#54 NEW TICKET] My radiator is t...	<span style="color: blue;">54</span>

This will open a drawer that will give you the details of the email:

## Outgoing Email: 311

id: 311



### Information [Source](#) [Log](#)

Reference

1644487315-KTHUUFKNYGAKQKVWEWJYPJTHZX6BQGP8KWNIf

Date

Thursday, 10 Feb 2022 10:01 AM

Status

Error (Thursday, 10 Feb 2022 10:02 AM)

Attempts

1

From

Lara Proud <noreply@ef44f54f6f9f>

To

Sarah L'Heureux <sarah.lheureux@deskpro.com>

Subject

[#54 UPDATED] Re: My radiator is faulty

- Tags
- [email](#)

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- [I'm having trouble with outgoing email](#)