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

Ben Henley - 2023-08-18 - [Reactions \(0\)](#) - [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**.

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