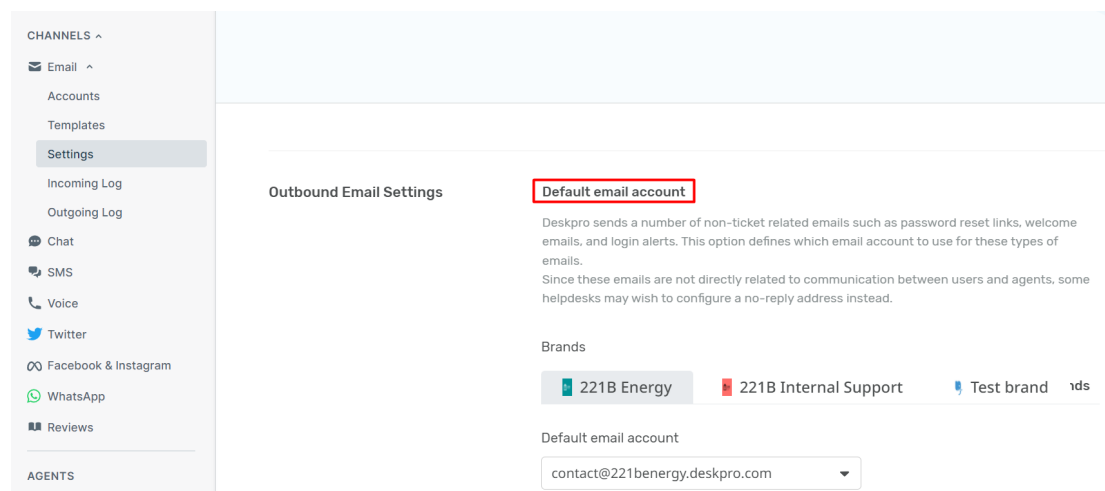


How do I set up an email account for outgoing messages only?

Alexandra Mead - 2023-09-15 - [Kommentarer \(0\)](#) - [Channels](#)

Most email messages sent by Deskpro are linked to a particular ticket. However, 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 these non-ticket emails is called the default email account. You can pick which account this is from **Admin > Channels > Email > Settings**.



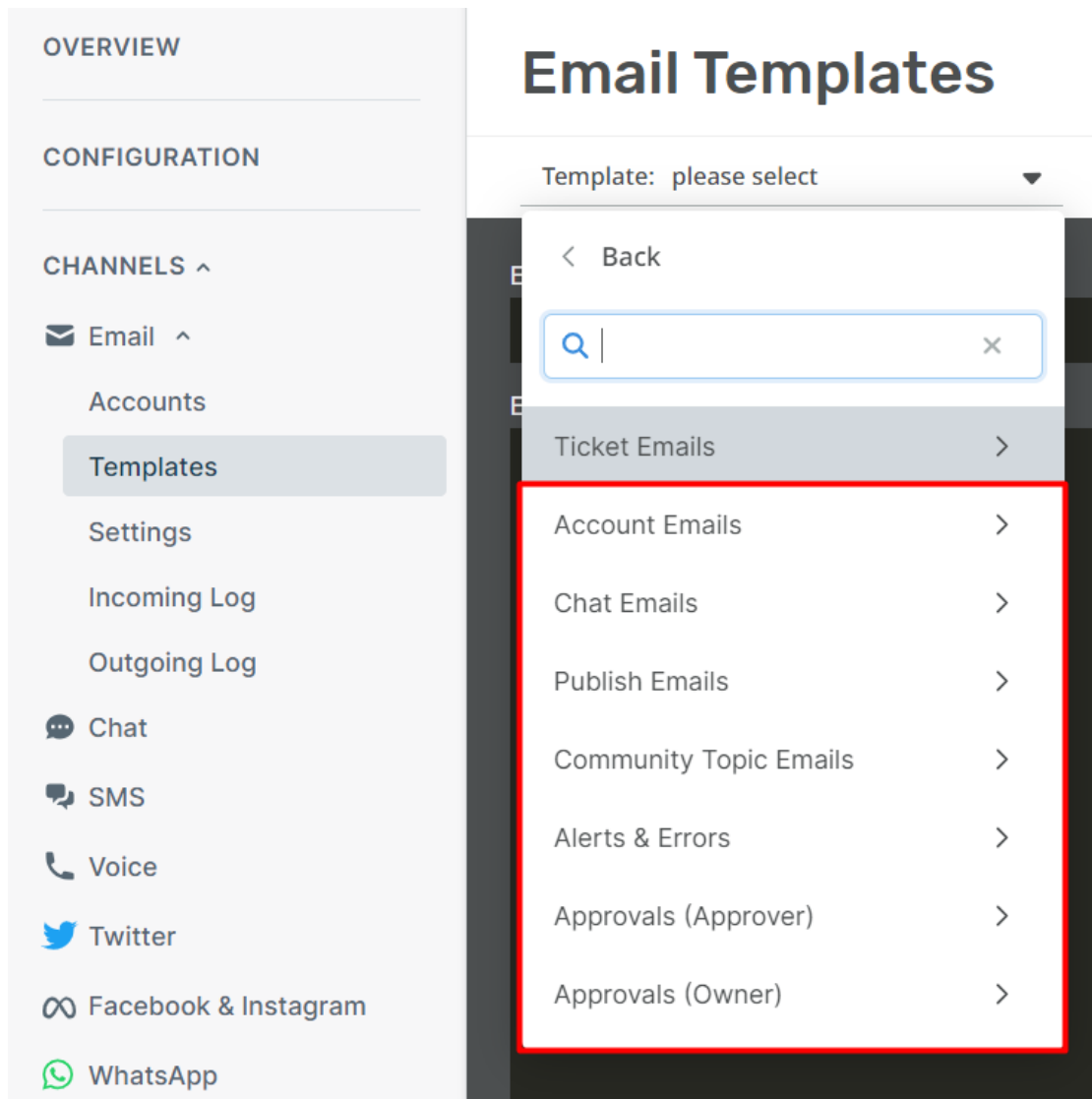
The screenshot shows the Deskpro Admin interface. On the left is a sidebar with a 'CHANNELS' menu expanded, showing options like Email, Accounts, Templates, Settings (highlighted), Incoming Log, Outgoing Log, Chat, SMS, Voice, Twitter, Facebook & Instagram, WhatsApp, and Reviews. Below this is an 'AGENTS' section. The main content area is titled 'Outbound Email Settings'. It features a 'Default email account' section with a red border around the title. Below the title, it explains that Deskpro sends non-ticket related emails and that this setting defines which account to use. There is a 'Brands' section with three buttons: '221B Energy' (selected), '221B Internal Support', and 'Test brand'. At the bottom, there is a 'Default email account' dropdown menu showing 'contact@221benergy.deskpro.com'.

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 up a no-reply account:

1. Go to **Admin > Channels > Emails > Accounts** and create a new account, e.g. noreply@yourcompany.com.
2. Configure the settings.
3. Enable and save the account.
4. Go back to **Admin > Channels > Email > Settings** and select the new no-reply account as the default email account.

You may also wish to edit the user email templates that are sent from the no-reply address (i.e. all the user email templates except those under Ticket Emails) to add a message making it clear that any replies to this address will not be read. This can be edited under **Admin > Channels > Email > Templates**,



Additionally, if you want to automatically delete any tickets created via your noreply@ account, you can create a Trigger in **Admin > Business Rules > Triggers**.