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

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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
 - <u>email</u>
 - forwarding
 - outlook.com