How do I remove links to Deskpro from email notifications?

Ben Henley - 2023-08-31 - Comments (0) - Deskpro Legacy

By default, if you have the Deskpro Portal enabled, user email notifications include links to allow the user to view the ticket in the portal.

If you disable the portal, the links are not shown.

However, you may wish to leave the portal enabled but not include links in emails to users.

To remove those links from email notifications:

1. Go to **Admin > Emails > Email Templates**

2. Under **User Email Templates**, click the **Ticket Emails** folder.

3. Open the template "New Ticket Auto-Response".

4. Delete the code:

```
<br /><br />

{{ phrase('user.emails.ticket_access_ticket_online') }}
<a href="{{ ticket.link }}">{{ ticket.link }}</a>
```

5. Click "Save Template"

6. You will also need to repeat this for

- "New Ticket by Agent"
- "New Agent Reply"
- "User Reply Auto-Response"

7. You should also go to the **Layout (Header, footer, CSS)** section and in the "Footer" template delete:

```
{% if app.isPortalEnabled() %}<a href="{{ deskpro_url }}">{{
deskpro_url }}</a>{% endif %}
```