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
- email
- forwarding
- outlook.com