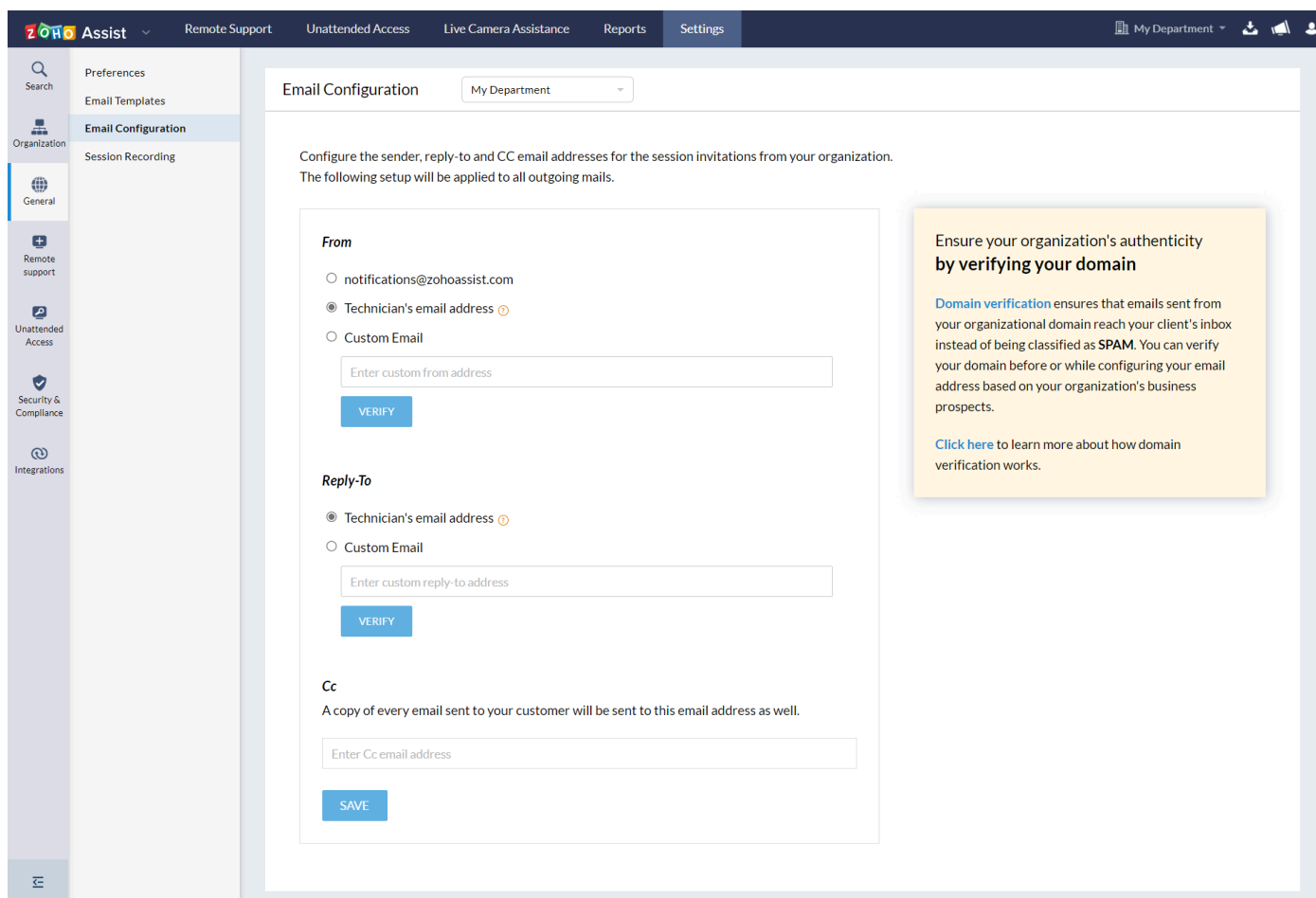


Email Configuration

Wanting to send emails with your support mail address in the from field instead of your technician's mail address? Yes, you can configure the email address of the sender account along with the reply-to and CC email addresses as long as you're the Admin. You can either choose to send the email with the technician's email address in the from field or choose to set up a uniform custom email address for every email sent from your organization.

Steps:


1. Go to **Settings** and select **Email Configuration** under **General**.



The screenshot shows the Zoho Assist web interface. The top navigation bar includes 'Zoho Assist', 'Remote Support', 'Unattended Access', 'Live Camera Assistance', 'Reports', and 'Settings'. The left sidebar has a search bar and a menu with 'Preferences', 'Email Templates', 'Email Configuration' (selected), 'Session Recording', 'General', 'Remote support', 'Unattended Access', 'Security & Compliance', and 'Integrations'. The main content area is titled 'Email Configuration' with a dropdown for 'My Department'. Below the title, it says: 'Configure the sender, reply-to and CC email addresses for the session invitations from your organization. The following setup will be applied to all outgoing mails.'


From

☐ notifications@zohoassist.com

☒ Technician's email address 

☐ Custom Email

Reply-To

☒ Technician's email address 

☐ Custom Email

Cc

A copy of every email sent to your customer will be sent to this email address as well.

Domain Verification Notice: Ensure your organization's authenticity by verifying your domain. Domain verification ensures that emails sent from your organizational domain reach your client's inbox instead of being classified as SPAM. You can verify your domain before or while configuring your email address based on your organization's business prospects. Click here to learn more about how domain verification works.

2. If every email sent should have the email address of the technician who initiated the session in the from/reply-to field choose **Technician's email address**.

3. If you want every email sent from your organization to have a uniform sender email address, then enter the email ID in the **Custom Email** field and click **VERIFY**. The setup will be completed once verified.

zoho Assist Remote Support Unattended Access Live Camera Assistance Reports Settings My Department

Search
Organization
General
Remote support
Unattended Access
Security & Compliance
Integrations

Preferences
Email Templates
Email Configuration
Session Recording

Email Configuration

My Department

Configure the sender, reply-to and CC email addresses for the session invitations from your organization. The following setup will be applied to all outgoing mails.

From

☐ notifications@zohoassist.com

☐ Technician's email address ⓘ

☒ Custom Email

malcolmd@zylker.com

VERIFY

Reply-To

☐ Technician's email address ⓘ

☒ Custom Email

frida.h@zylker.com

VERIFY

Cc

A copy of every email sent to your customer will be sent to this email address as well.

jonathan.s@zylker.com

SAVE

Ensure your organization's authenticity by **verifying your domain**

Domain verification ensures that emails sent from your organizational domain reach your client's inbox instead of being classified as **SPAM**. You can verify your domain before or while configuring your email address based on your organization's business prospects.

[Click here](#) to learn more about how domain verification works.

4. You can enter an email ID in the **CC** field to send a duplicate copy to another recipient.

Note : Verifying the email ID entered in the Custom Email field is mandatory until which emails sent will have the previously configured email address in the from/reply-to field.