



Zoho Corporation

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

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

A screenshot of the Zoho Lens web application interface. The top navigation bar shows 'Zoho Lens' on the left and 'My Department' with a user icon on the right. A left sidebar contains navigation links: Home, Reports, Files, and Settings (highlighted). Under 'Settings', there are three main sections: ORGANIZATION (Manage Technicians, Departments, Rebranding, Subscription), GENERAL (Preferences, Email Templates, Email Configuration - highlighted, Session Recording, Contacts), and SECURITY & COMPLIANCE (Action Log Viewer, Data Cleanup). The main content area is titled 'Email Configuration' and contains instructions: '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.' It has three sections: 'From' with radio buttons for 'noreply@zoholens.com', 'Technician's email address' (selected), and 'Custom Email' (with a 'VERIFY' button); 'Reply-To' with radio buttons for 'Technician's email address' (selected) and 'Custom Email' (with a 'VERIFY' button); and 'Cc' with a text input field and a note: 'A copy of every email sent to your customer will be sent to this email address as well.'

- 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**.
- 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.

- 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.