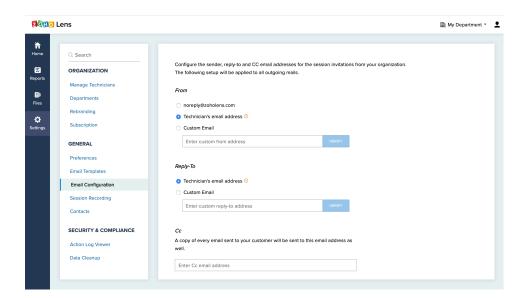


Email Configuration

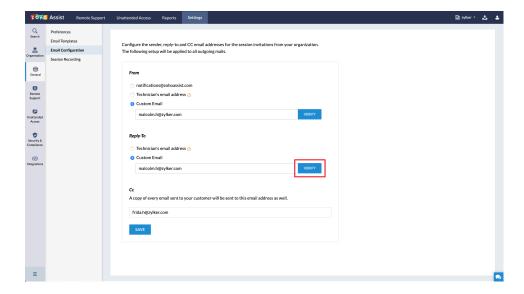
Wanting to send emails with your support mail address in the from field instead of your technician's mail address? Yes, you can configure the email address of the sender account along with the reply-to and CC email addresses as long as you're the Admin. You can either choose to send the email with the 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.**



- 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.