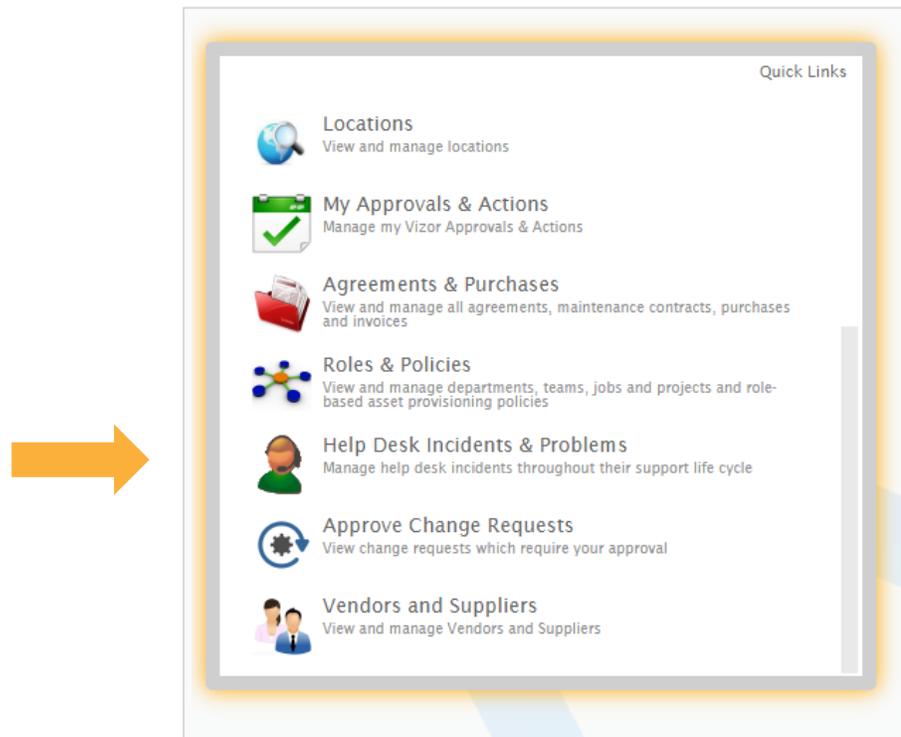
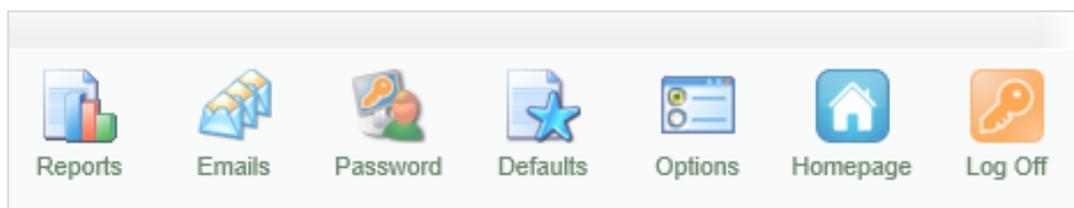


## Send Emails from your Helpdesk

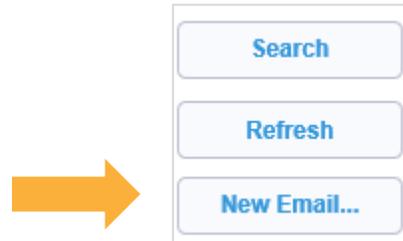
1. Go to your homepage
2. Click the *Help Desk Incidents & Problem* Link



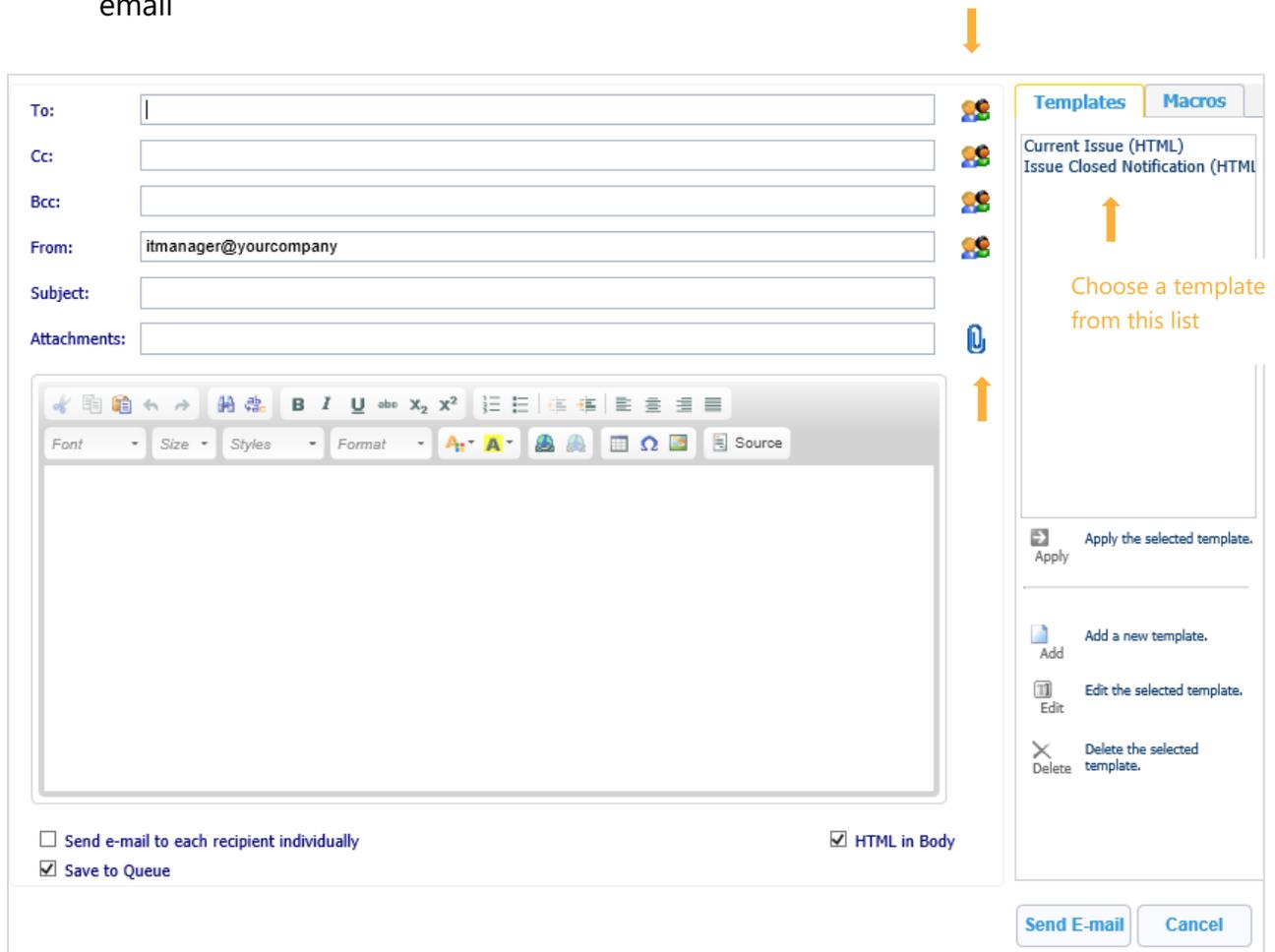
3. Go to the top right corner and press on the *Emails* icon



- In this window, you'll see your email inbox. Click the *New Email* button at the right corner to start creating an email



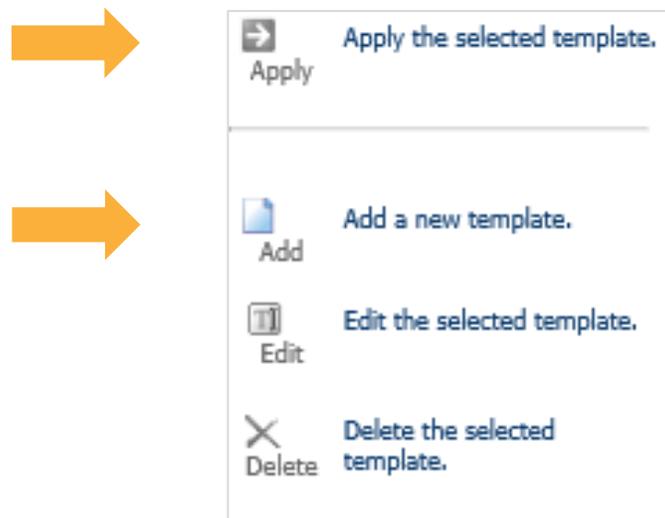
- Click on  icon next to the *To* field to search for the people you want to email



The screenshot shows an email composition interface. On the left, there are fields for 'To:', 'Cc:', 'Bcc:', 'From:' (with the value 'itmanager@yourcompany'), 'Subject:', and 'Attachments:'. Below these is a rich text editor with a toolbar containing options for font, size, styles, and format. At the bottom left of the editor are checkboxes for 'Send e-mail to each recipient individually', 'Save to Queue', and 'HTML in Body'. On the right side, there is a 'Templates' panel with a list of templates: 'Current Issue (HTML)' and 'Issue Closed Notification (HTML)'. An orange arrow points to this list with the text 'Choose a template from this list'. Below the list are buttons for 'Apply', 'Add', 'Edit', and 'Delete'. At the bottom right of the entire window are 'Send E-mail' and 'Cancel' buttons.

6. Add any attachments by clicking the  icon next to the *Attachments* field
7. Write a message in the body of the email or select a template from the list on the right side and press *Apply the selected template* to add in the email

*Note: Create a template to easily send out repetitive emails*



8. Press *Send* once you've completed it. The email will show up in your inbox

*Note: Attach an email to your VIZOR solution. An example can be your IT Support email address and then eliminate the need to use your email program and work directly out of VIZOR. This is done in the admin area of your solution*

*Also Note that you can send an email directly from a ticket*