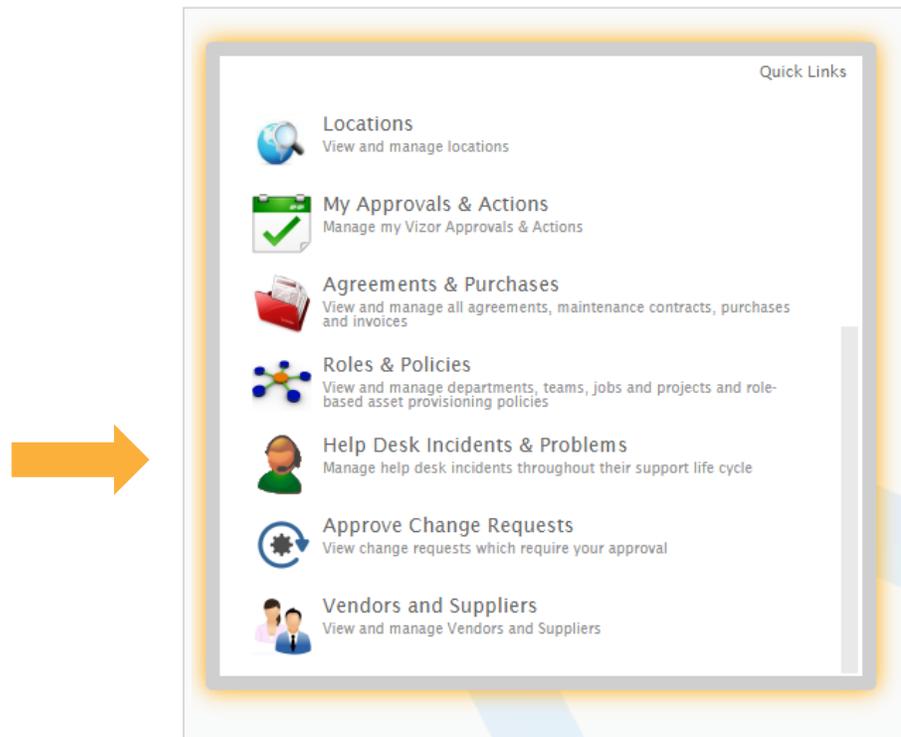


## Send an Email from a Ticket

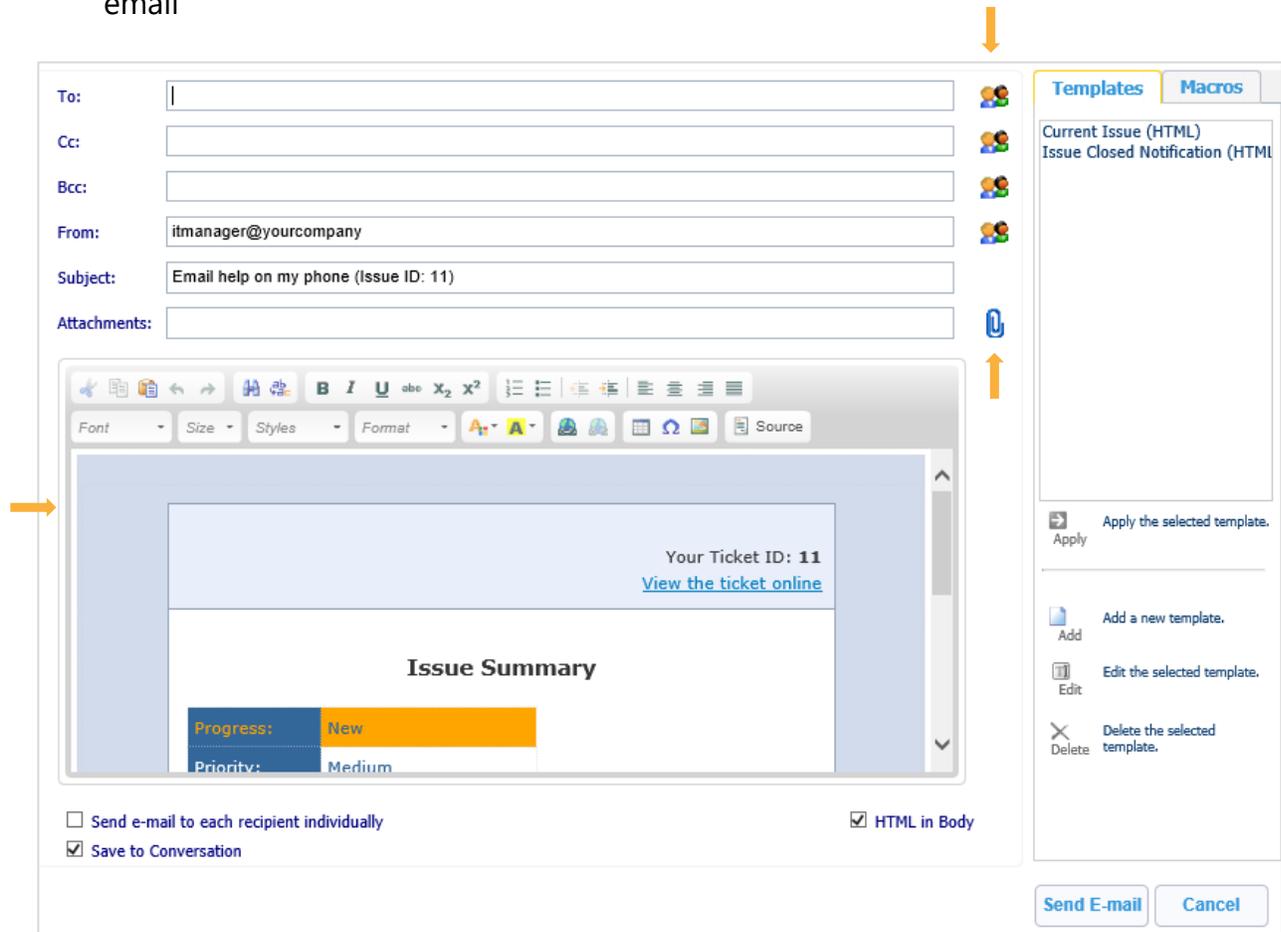
1. Go to your homepage
2. Click the *Help Desk Incidents & Problem* Link



3. Search for a ticket by using the scrollbar, the search bar or a query
4. Click on the ticket you want to send an email from
5. Press the *Email* icon in the top right corner



6. The Email Editor will open with a summary of the ticket
7. Click on the  icon next to the *To* field to search for the people you want to email



8. Add any attachments by clicking the  icon next to the *Attachments* field
9. If you want to delete the default template, click on it in the top left corner and press the Delete button on your keyboard

10. Type your message or choose another template



11. Press send once you are done

*Note: Emails surrounding a ticket can be grouped together by a parameter, like the Issue ID. They will then be shown in the Activity tab of a ticket so you have access to the email string directly from the ticket. This is done in the admin area of VIZOR*