Issues by Email

If your administrator switched on Email to Ticket, you can also work with issues from your mail program.

Create an issue

Write a mail to the support address, **from the address of your LeweDesk account**. The subject becomes the summary, the text the description. Pictures in the text and attached files (txt, md, pdf, zip, gif, jpg, png) are added to the issue. You get a mail with the key of the new issue. The issue is visible to you and to the support team unless the administrator chose a wider access.

> A mail from an address that is not the address of an account is not accepted, unless your administrator allows it.

Answer an issue

The mails about your issues carry the line

> Please type your reply above this line

Answer such a mail and write **above** the line. Your text becomes a comment on the issue; the quoted history of the mail and your signature are cut off. You can also write a new mail with the key of the issue (for example *LD-123*) in the subject. Old keys of moved issues work as well. A new mail that does not belong to an issue becomes an issue of the default product, unless the administrator chose another product for mails.

- Comments by mail are always public to everybody who can see the issue; there are no internal comments by mail.
- An answer does not change the status of the issue.
- Attached files are checked like uploads in the browser. If one is not accepted, the comment is added and says which file was left out.

- An issue that is closed takes your comment, but no attachments.

In the issue list, issues made from a mail show an envelope next to the key.

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