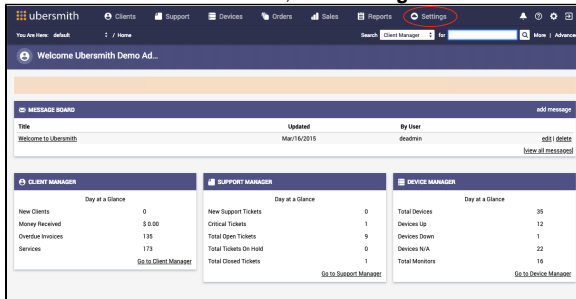


Configuring Support Email Addresses Settings

This page defines your *Support Manager* email settings, including your support email, your support From address, and your emergency notification address.

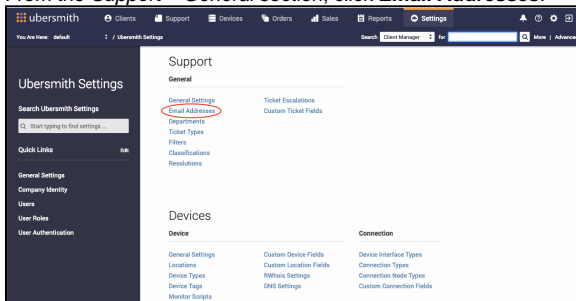
Access the Support Email Addresses Settings Page

1. From the *Ubersmith Dashboard*, click **Settings**.



The *Settings* page appears.

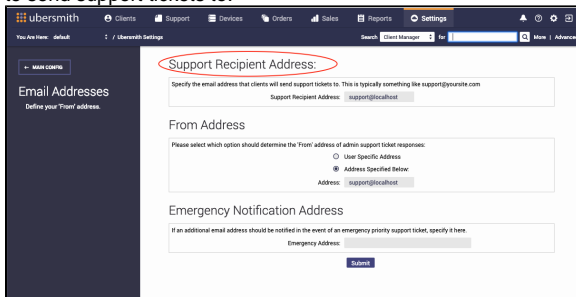
2. From the *Support – General* section, click **Email Addresses**.



The *Email Addresses* page appears.

Complete the Support Recipient Address Section

- In the **Support Recipient Address** field, enter your email support address that clients will use to send support tickets to.



Complete the From Address Section

1. Select either **User Specified Address** if you want to keep your support email **From** field open, enabling the from address to be specified with each email, or **Address Specified Below** if you want all your support email replies to be sent from a single address.

On this page:

On this page:

- [Access the Support Email Addresses Settings Page](#)
- [Complete the Support Recipient Address Section](#)
- [Complete the From Address Section](#)
- [Complete the Emergency Notification Address Section](#)
- [Save Your Configuration Settings](#)
- [Related Topics](#)

2. In the **Address** field, enter the email address you want all your support email replies to be sent from.

The screenshot shows the 'Email Addresses' configuration page in the Ubersmith Settings. The 'Support Recipient Address' is set to 'support@yourstore.com'. The 'From Address' section is highlighted with a red circle, showing a radio button selection for 'Address Specified Below' with the address 'support@localhost'. The 'Emergency Notification Address' field is currently empty.

Complete the Emergency Notification Address Section

This email address receives any support tickets that are marked as 911 by users or set to emergency status in the *Client Portal*.

- In the **Emergency Address** field, enter an additional email address to receive any emergency support tickets.

This screenshot shows the same 'Email Addresses' configuration page. The 'Emergency Notification Address' field is now highlighted with a red circle, indicating where to enter an additional email address for emergency support tickets.

Save Your Configuration Settings

- Click **Submit**.

The screenshot shows the 'Email Addresses' configuration page with the 'Submit' button at the bottom highlighted by a red circle, indicating the final step to save the settings.

Related Topics

[Support Settings](#)

[Forwarding Email from Additional Addresses](#)