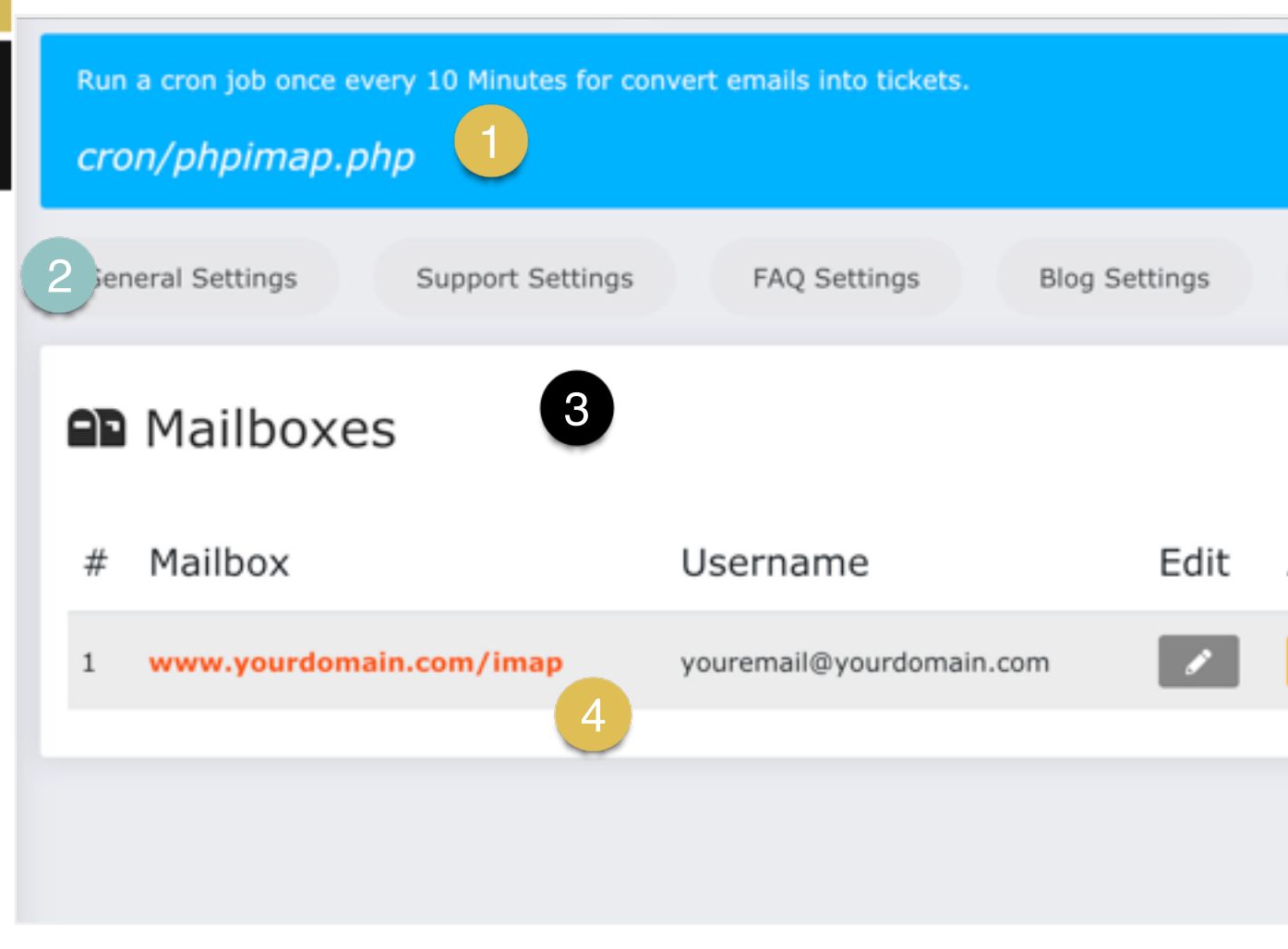


# 43. PHP IMAP / Email to Ticket



1

The cron job that will call the email account(s) and pull in the emails and create tickets. You can also call the file in any browser for testing.

2

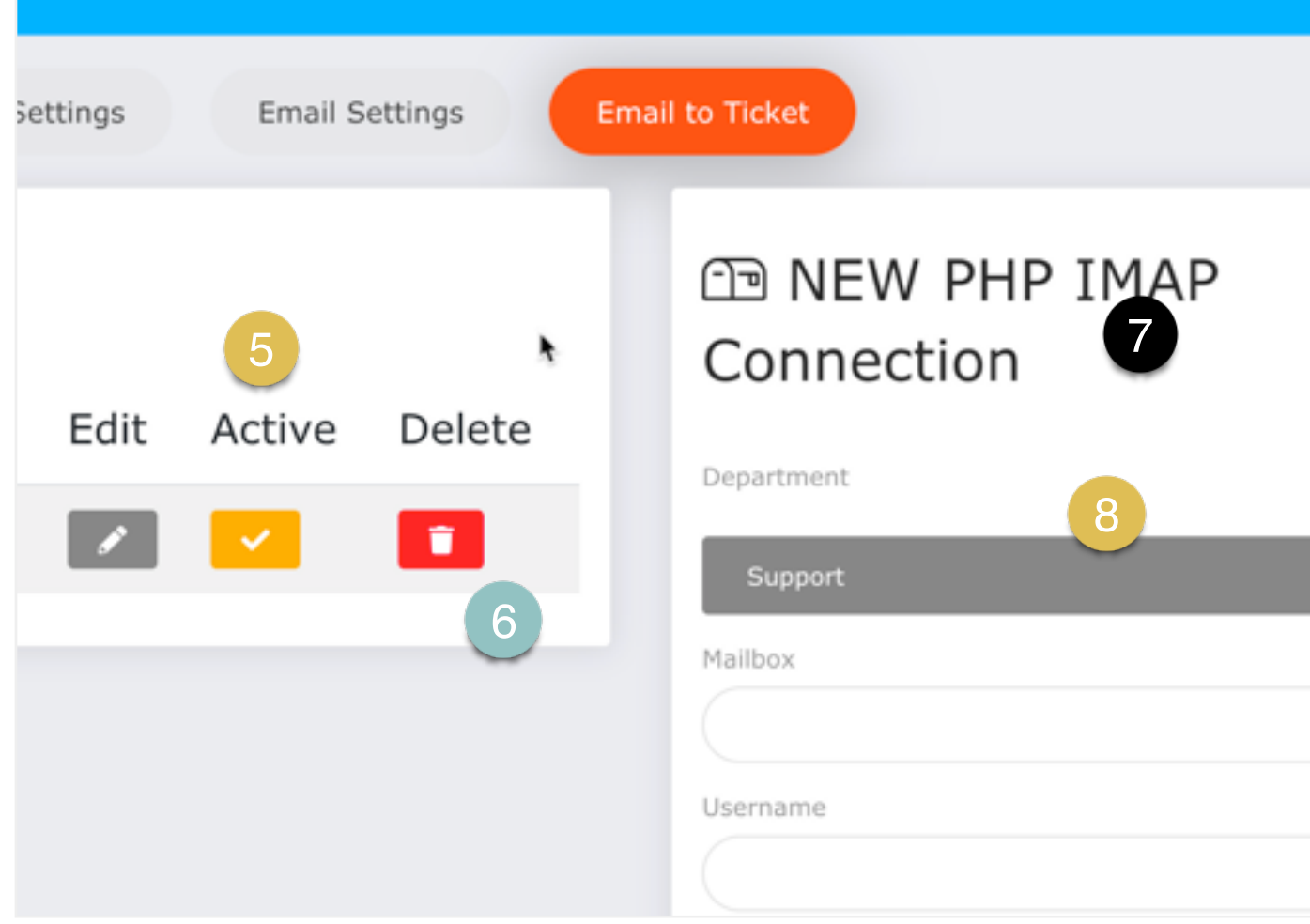
Quick access to all settings.

3

All set Mailboxes are listed in the table below.

4

You can edit each "PHP IMAP" connection by clicking either on the title or on the "Edit" button.



5

You can disable any "PHP IMAP" connection by clicking on the "Check" button. Enable it by clicking on the "Lock" button.

6

Remove any "PHP IMAP" connection by clicking on the "Red" delete button. This action cannot be undone.

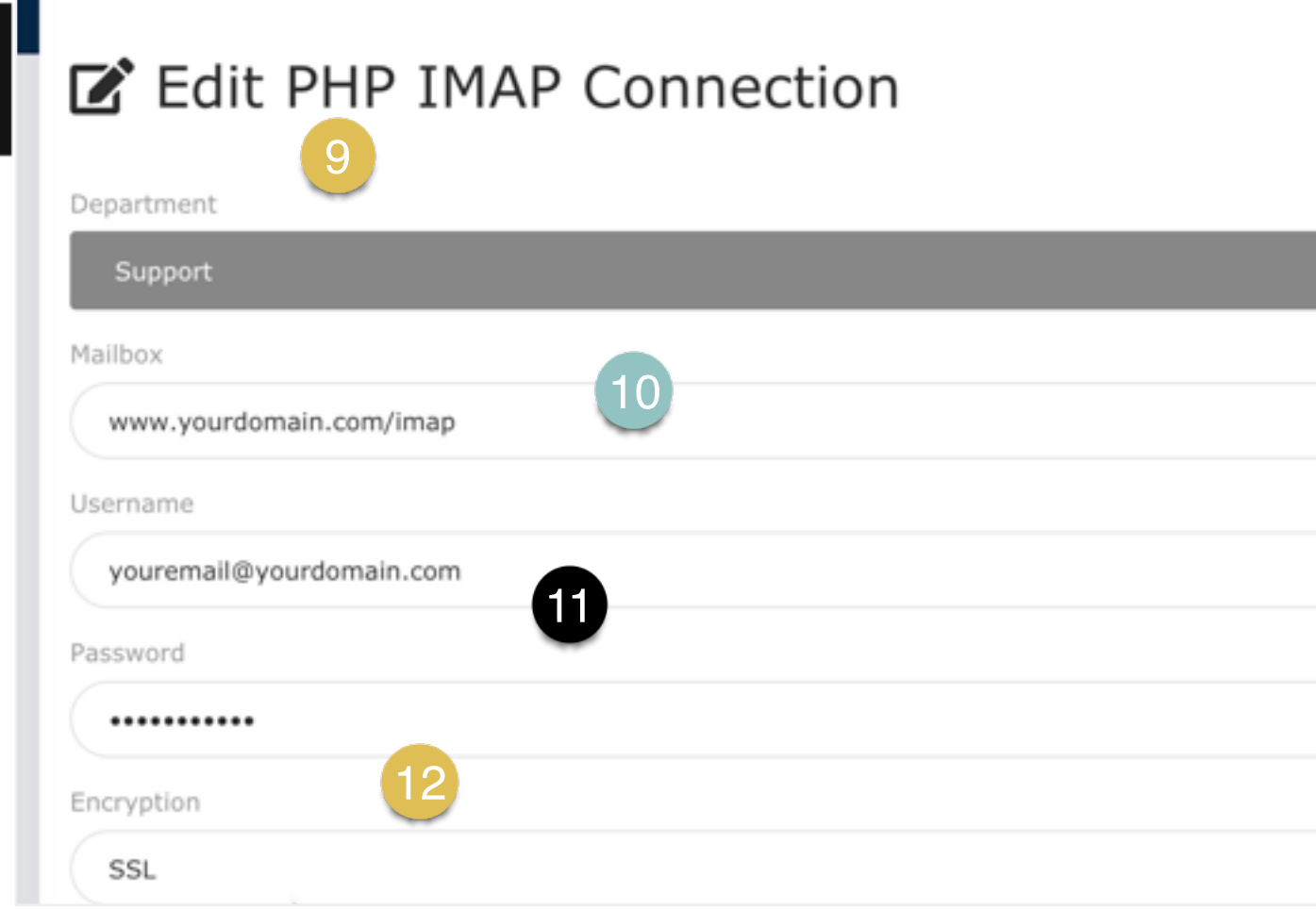
7

The form on the left let you add a new "PHP IMAP" connection.

8

It all starts with a department, select a department where the email should be go in when transferred into a ticket.

## Edit PHP IMAP Connection



9

As always all input fields can be modified. Always make sure to test the connection after changing some stuff.

10

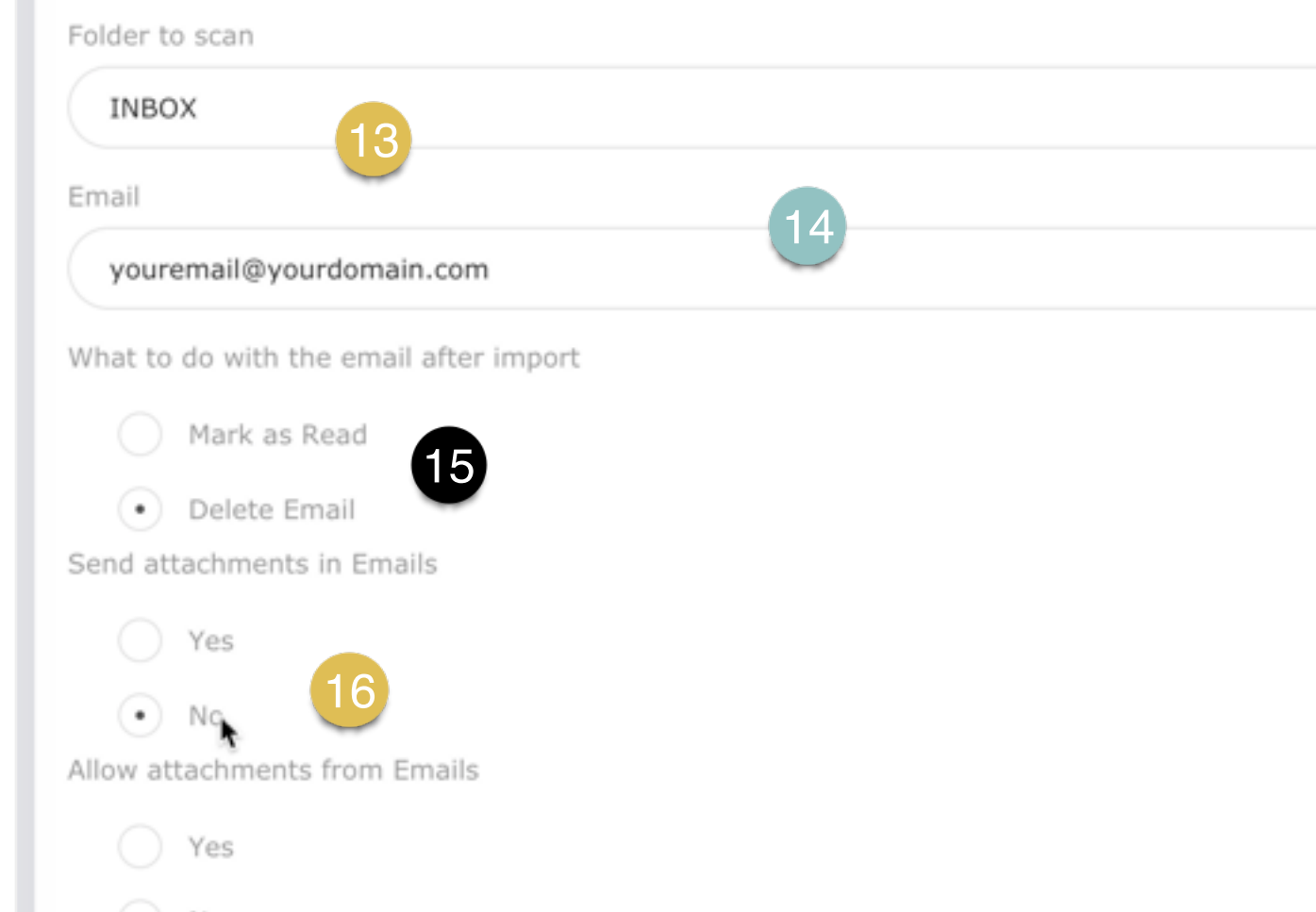
The Mailbox Path, please ask your hosting provider for the correct path. We cannot know the path to your imap server.

11

The username for accessing the email account, usually it is the email address but it can also something else.

12

The password you have set for your email account.



13

The folder to scan for new emails. Usually it is "INBOX" (capitol letters) but again it could be something different.

14

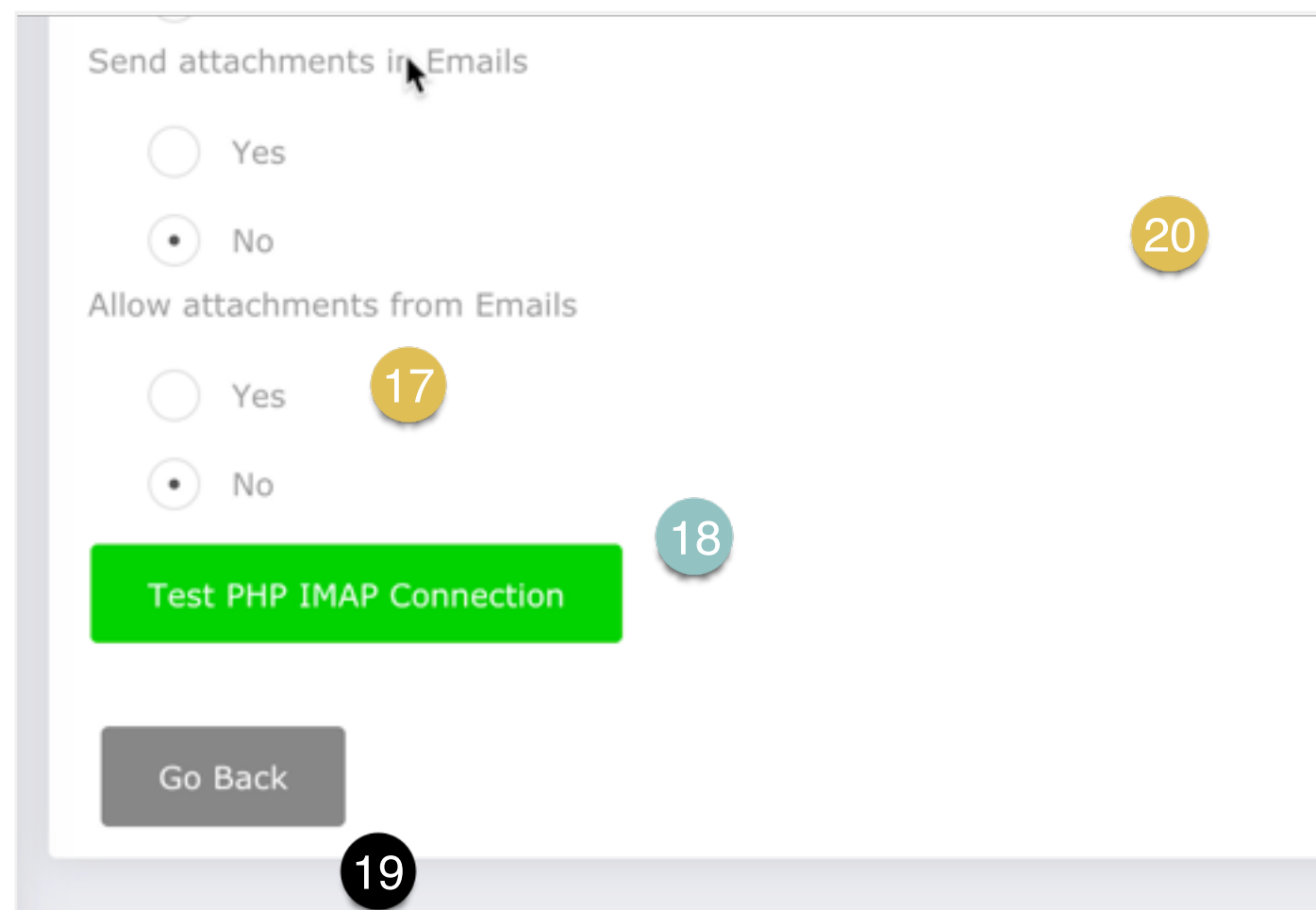
The email address used for this email account.

15

Decide if the email should be removed or marked as read. Please note only new and unread emails will be pulled in.

16

You can send attachments to your clients this way they don't need to login into HelpDesk 3.



17

You can also pull in attachments from clients if you wish so.

18

Always make sure the "PHP IMAP" connection works before starting using it.

19

The "Go Back" button will not save any changes and it will bring you back to the "PHP IMAP" connection overview.

20

It is important you use a unique email account for "PHP IMAP" connections. Do not use the mailbox anywhere else!!!