

Mail signatures and mail identities

A mail identity is a combination of name, email address, reply-to address and signature that you can use when composing and sending emails. You can define an unlimited number of mail identities for your DeskNow account, and choose the identity that you want to use when you compose the email. Having multiple email identities is useful when you use DeskNow to organize mail of different email accounts or aliases. You can, for instance, have an identity like "Joe Smith" <joe.smith@corporate.com> for your work emails, and an identity like "Dad" <dad123@hotmail.com> when communicating with family and friends. To setup mail identities, click on **Preferences/Mail identities**.

Default mail identity

To configure what is your default mail identity used when you compose a new email, click on Preferences/Mail.

Smart reply identity

If you receive email with different addresses (ex. because you collect emails from other POP3 accounts, or use email aliases), you can create a mail identity for each of these addresses.

When you reply to an email sent to you, DeskNow will try and use as the default identity the one that matches the address in the message.

Example:

your username is joe@mydomain.com

you also have a mail alias sales@mydomain.com pointing to you, so you receive your email at both addresses.

You can create two mail identities, like "Joe Smith" <joe@mydomain.com> and "Sales Rep" <sales@mydomain.com>.

When replying to an email that was sent to you at joe@domain.com , DeskNow will automatically pick your Joe Smith identity. When replying to an email that was sent to you at sales@mydomain.com, DeskNow will automatically pick your Sales Rep identity.

You can always switch identity at any time when composing an email.