

# Forward Emails to Solar Winds Service Desk

1. Create the new shared mailbox within the [Admin console](#).
2. Within [ServiceDesk](#), create the category that will be used for categorization of tickets.

## 1\_-\_create\_category.png

Categories

3. Once the category is created, click the pencil icon to edit it and create an `Email Dropbox`. Copy the email address in here for later and click the save button.

## 2\_-\_create\_email\_dropbox.png

Email Dropbox

4. Go back to the [Admin Console](#), click the mailbox you created in step 1, click edit on the `Email Forwarding` edit button, check the box to enable forwarding, and paste the email address you received from step 3. Make sure to also uncheck `Keep a copy of forwarded email in this mailbox` unless you want to still receive emails in this shared mailbox for testing.

## 3-\_mailbox\_forwarding.png

Email Forwarding

5. From here, go to the [Security Portal](#), click `Policies & Rules`, `Threat Policies`, `Anti-Spam Policies`, and click the rule called `Auto Forwarding Allowed`.

## 4-\_anti-spam\_policies.png

Anti-Spam Policies

6. Once inside the rule labeled `Auto Forwarding Allowed`, scroll to the bottom to find the link for `Edit users, groups, and domains`, and click this.

**5-`_auto_forwarding_allowed.png`**

*Auto Forwarding Allowed*

7. Within this menu, click on the `Users` field, and enter the email address for the shared mailbox that was created in step 1. Once you've verified the email address is at the bottom of the list, click the save button.

**6-`_edit_users.png`**

*Edit Users*

8. Test your alerts to make sure they work. If they do, a ticket should be generated in ServiceDesk under the category you assigned it.

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