

Settings to change where parent email responses are received

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Issue/Question

I would like parent email responses to be sent to a different email address, not my personal email. Where can I find the settings to change this?

Resolution

To send parent email replies to a different email address, update your organization's default reply-to email address using the steps below.

1. Go to the **Gear** icon > **Settings** > **General**.
 2. In the **Default Email Addresses** section, ensure **Default to this Email Address for the "Email Replies sent to"** Field is set to Yes.
 3. Enter the new email address in the **Default Reply To Email Address** field.
 4. **Save Changes**.
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