

How to block users in Service Desk

Click 'Admin Panel' > 'Emails' > 'Banlist'

- You can configure Service Desk to reject tickets from certain senders by banning their email address.
- Banned users can still log in to the client portal but they cannot create tickets.
- You can relax the ban on users at anytime

Use the following links for help with related tasks:

- [Open the banned emails interface](#)
- [Add an email address to the ban list](#)
- [Delete email addresses from the ban list](#)

Open the banned emails interface

- Login to Comodo One / Dragon
- Click 'Applications' > 'Service Desk'
- Open the admin panel (see the last link on the left)
- Click 'Emails' > 'Banlist'

The screenshot shows the 'Banned Email Addresses' interface in Service Desk. The left sidebar has 'Emails' and 'Banlist' circled in red. The main content area shows a table with the following data:

EMAIL ADDRESS	BAN STATUS	DATE ADDED	LAST UPDATED
garrulousgeorge@frontfork.com	Active	02/20/2020 3:51 pm	02/20/2020 3:51 pm
irkingirwin@saddleandpedals.com	Active	02/20/2020 3:51 pm	02/20/2020 3:51 pm
stingystella@saddleandpedals.com	Passive	02/20/2020 3:51 pm	02/20/2020 3:51 pm

- **Email Address** – The email address of the user. Click the address to edit or update it.
- **Ban Status** – Whether the ban on the user is active on inactive.

- Select an email address then use the 'Enable' / 'Disable' options at the top to turn the ban on or off.

- **Date added** - The date and time the address was added to the ban list.

- **Last updated** - The date and time the address was most recently edited

Add an email address to the ban list

- Open the admin panel (See the last link on the left)
- Click 'Emails' > 'Banlist'
- Click 'Ban New Email'



Banned Email Addresses ?

+ Ban New Email

Enable

Disable

Delete

Show 25 records

Search...

<input type="checkbox"/>	EMAIL ADDRESS ↕	BAN STATUS ↕	DATE ADDED ↕	LAST UPDAT
<input type="checkbox"/>	garrulousgeorge@frontfork.com	Active	02/20/2020 3:51 pm	02/20/2020
<input type="checkbox"/>	irkiniwin@ceddleondpedale.com	Active	02/20/2020 3:51 pm	02/20/2020

Add New Email Address to Ban List

Valid email address required.

Ban Status: * Active Disabled

Email Address: *

Internal Notes: Admin's notes.

Add

Reset

Cancel

Ban Status:

- **Active** – Service Desk rejects tickets and mails from this user.
- **Disabled** – Service Desk allows tickets and mails from this user.

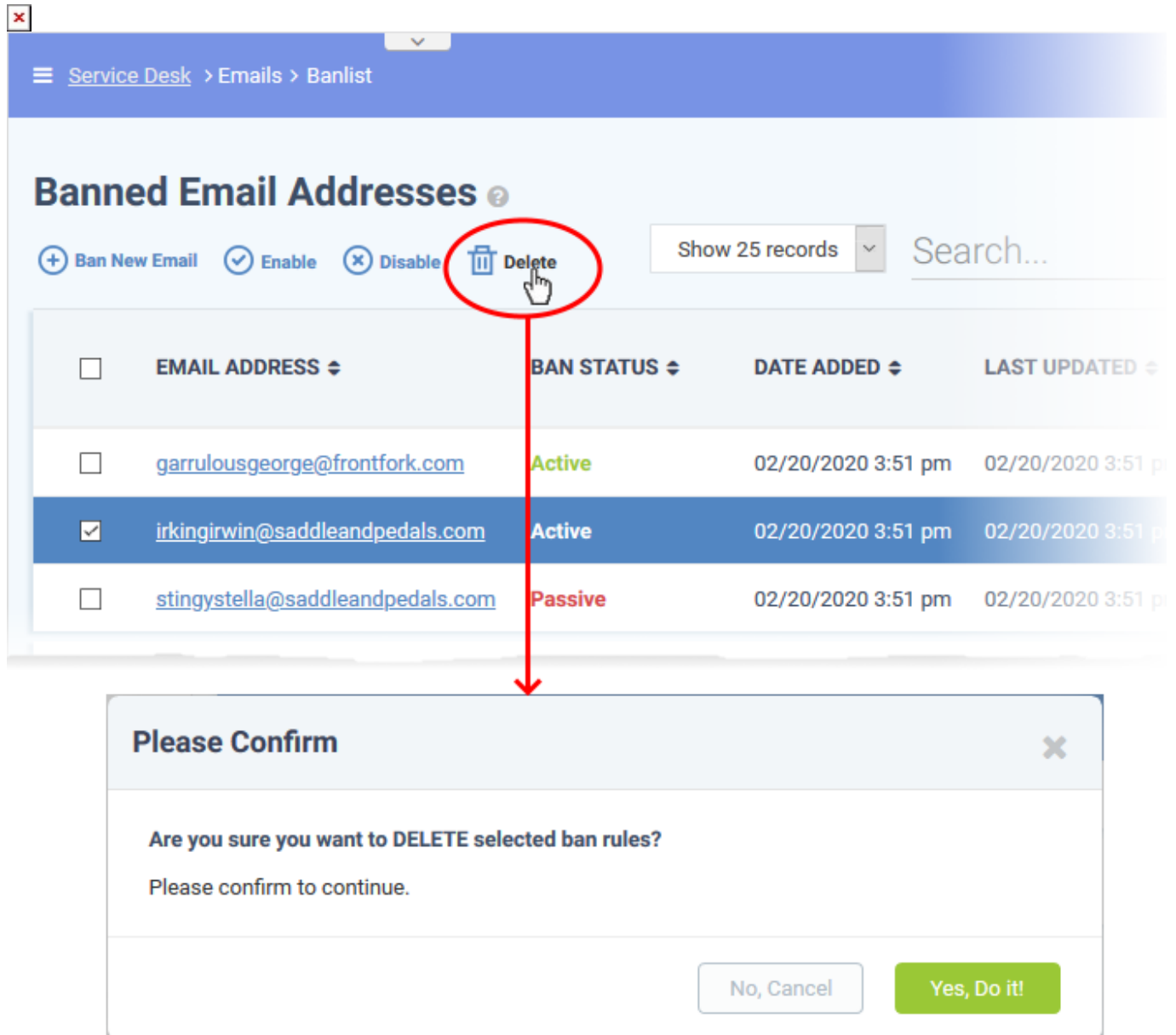
Email Address: The email address of the user concerned.

Click the 'Add' button when you have completed all the fields.

Delete email addresses from the ban list

Removing an email address from the list will automatically lift the ban on the user.

- Open the admin panel (See the last link on the left)
- Click 'Emails' > 'Banlist'
- Select the email addresses you want to remove
- Click 'Delete'



The screenshot shows the 'Banned Email Addresses' interface. At the top, there is a navigation breadcrumb: [Service Desk](#) > [Emails](#) > [Banlist](#). Below this, the title 'Banned Email Addresses' is displayed with a help icon. Action buttons include '+ Ban New Email', 'Enable', 'Disable', and 'Delete' (circled in red). A search bar and a 'Show 25 records' dropdown are also present. The table below has columns for 'EMAIL ADDRESS', 'BAN STATUS', 'DATE ADDED', and 'LAST UPDATED'. One row is selected, and a red arrow points from the 'Delete' button to a confirmation dialog.

<input type="checkbox"/>	EMAIL ADDRESS ↕	BAN STATUS ↕	DATE ADDED ↕	LAST UPDATED ↕
<input type="checkbox"/>	garrulousgeorge@frontfork.com	Active	02/20/2020 3:51 pm	02/20/2020 3:51 pm
<input checked="" type="checkbox"/>	irkingirwin@saddleandpedals.com	Active	02/20/2020 3:51 pm	02/20/2020 3:51 pm
<input type="checkbox"/>	stingystella@saddleandpedals.com	Passive	02/20/2020 3:51 pm	02/20/2020 3:51 pm

Please Confirm

Are you sure you want to DELETE selected ban rules?
Please confirm to continue.

- Click 'Yes, Do it!' To confirm the removal

The user can now submit tickets to your portal.