## 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'

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Emails			garrulousgeorge@frontfork.com	Active	02/20/2020 3:51 pm	02/20/2020 3:51 pm		
Banlist			irkingirwin@saddleandpedals.co	m Active	02/20/2020 3:51 pm	02/20/2020 3:51 pm		
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- 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.

- $\circ\,$  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'

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**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'

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	Are you sure you want to DELETE selected ban rules? Please confirm to continue.							
		[	No, Cancel Yes	, Do it!				

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

The user can now submit tickets to your portal.