

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 Service Desk Admin Panel. The left sidebar contains navigation options: DASHBOARD, SETTINGS, MANAGE, EMAILS (circled in red), Banlist (circled in red), Templates, Diagnostic, TIME SHEETS, and STAFF. The main content area is titled 'Banned Email Addresses' and includes a search bar, a 'Show 25 records' dropdown, and a search icon. Below the search bar are action buttons: '+ Ban New Email', 'Enable', 'Disable', and 'Delete'. A table displays the banned email addresses with columns for EMAIL ADDRESS, BAN STATUS, DATE ADDED, and LAST UPDATED. The table contains three rows: garrulousgeorge@frontfork.com (Active), irkingirwin@saddleandpedals.com (Active), and stingystella@saddleandpedals.com (Passive). The last row is highlighted in blue. At the bottom of the table, there are navigation controls: '<< Prev', '1', and 'Next >>'. A small red 'x' icon is visible in the bottom left corner of the screenshot.

- **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...



EMAIL ADDRESS

BAN STATUS

DATE ADDED

LAST UPDATE



garrulousgeorge@frontfork.com

Active

02/20/2020 3:51 pm

02/20/2020



irkinsivir@ceddleandpedals.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.

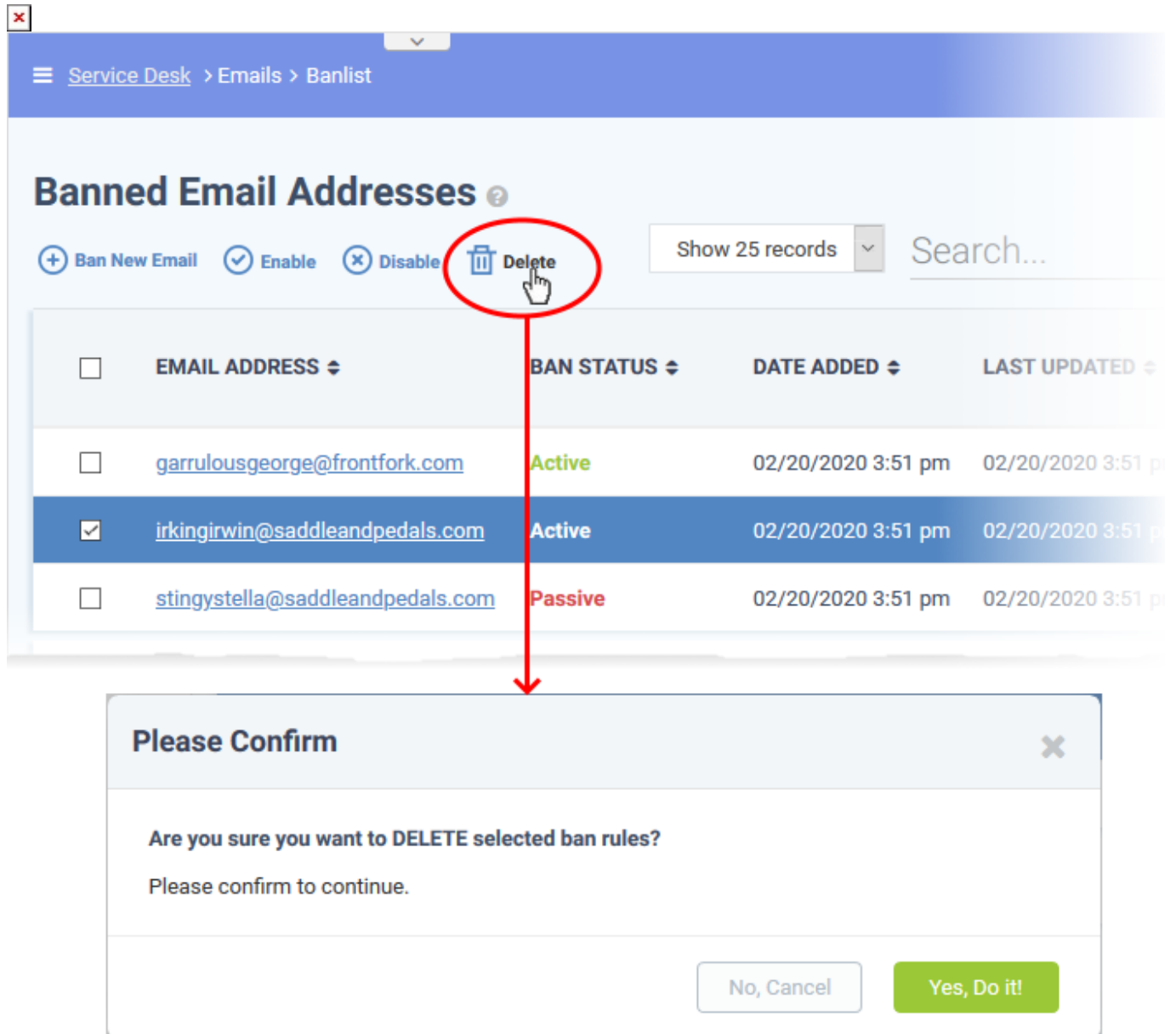
Email Address: The email address of the user concerned.

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 are navigation links: 'Service Desk > Emails > Banlist'. Below the title 'Banned Email Addresses', there are action buttons: '+ Ban New Email', 'Enable', 'Disable', and 'Delete' (circled in red). A search bar and a 'Show 25 records' dropdown are also visible. The table below has columns: 'EMAIL ADDRESS', 'BAN STATUS', 'DATE ADDED', and 'LAST UPDATED'. The table contains three rows, with the second row selected. A red arrow points from the 'Delete' button to a 'Please Confirm' dialog box. The dialog box asks: 'Are you sure you want to DELETE selected ban rules? Please confirm to continue.' and has two buttons: 'No, Cancel' and 'Yes, Do it!'.

<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.