

# 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 area displays a table with columns: EMAIL ADDRESS, BAN STATUS, DATE ADDED, and LAST UPDATED. Three email addresses are listed: garrulousgeorge@frontfork.com (Active), irkingirwin@saddleandpedals.com (Active), and stingystella@saddleandpedals.com (Passive). The table has a search bar and a 'Show 25 records' dropdown.

<input type="checkbox"/>	EMAIL ADDRESS ↕	BAN STATUS ↕	DATE ADDED ↕	LAST UPDATED ↕
<input type="checkbox"/>	<a href="mailto:garrulousgeorge@frontfork.com">garrulousgeorge@frontfork.com</a>	Active	02/20/2020 3:51 pm	02/20/2020 3:51 pm
<input type="checkbox"/>	<a href="mailto:irkingirwin@saddleandpedals.com">irkingirwin@saddleandpedals.com</a>	Active	02/20/2020 3:51 pm	02/20/2020 3:51 pm
<input checked="" type="checkbox"/>	<a href="mailto:stingystella@saddleandpedals.com">stingystella@saddleandpedals.com</a>	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"/>	<a href="mailto:garrulousgeorge@frontfork.com">garrulousgeorge@frontfork.com</a>	Active	02/20/2020 3:51 pm	02/20/2020
<input type="checkbox"/>	<a href="mailto:irkinsivie@ceddleandpedals.com">irkinsivie@ceddleandpedals.com</a>	Active	02/20/2020 3:51	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 bar with 'Service Desk > Emails > Banlist'. Below this, the title 'Banned Email Addresses' is displayed with a help icon. There are four action buttons: 'Ban New Email', 'Enable', 'Disable', and 'Delete'. The 'Delete' button is circled in red, and a red arrow points from it to a confirmation dialog box. The dialog box has the title 'Please Confirm' and contains the text: 'Are you sure you want to DELETE selected ban rules? Please confirm to continue.' At the bottom of the dialog, there are two buttons: 'No, Cancel' and 'Yes, Do it!'.

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

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

The user can now submit tickets to your portal.