Sending an email through the ticket detailed view provides various benefits:

- Ticket information is automatically attached with the email
- The email is sent through the Remedy email client and does not include Support Staff personal email
- Emails sent through the ticket view are recorded in the Activity work notes
- As long as the subject line is not changed, when a recipient replies to the email, it is also recorded in the Activity work notes

1. After opening the detailed view of the ticket, click the curved arrow icon near the incident title, then select Email this Incident/Work Order/Change. A Compose Email pane will open.

ITSM Remedy - Application I	SSUE / Error Message	Email this Incident Chat about this Incident In Sep 5, 2017 8:01 AM	1
Robin Solomon	Site Lanai Elementary Get Directions	Kong wuwta and the Original of the Constant o	a

2. Enter the recipient(s) and fill out the message. The ticket will automatically be attached if the recipient has permission to view it.

Compose Email 💼 🗗		Compose Email	<u>ت</u> ش
Connected to: INC00000625356: ITSM Remedy - Application Issue / Error Message		Connected to: INC000000625356: ITSM Remedy - Application Issue / Error Message	
TO: sean		TO: Sean H Yuan 🗙	
	Sean F Early LAUSD	SUBJ: INC00000625356: ITSM Remedy - Application Issue / Error Message	
	sean.early@lausd.net	Type the content of your email here	
	Sean H Yuan LAUSD		
	sean.yuan@lausd.net		
	Sean Leonard LAUSD		
-	seleonar@microsoft.com		
9	Sean Dickson LAUSD		
	sdickson@casapacifica.org		
	Sean L Momi LAUSD		
	sean.momi@lausd.net		
Send	Help using accelerators to insert content	Send Ø Help using accelerators to in	sert content

3. Click Send when finished.