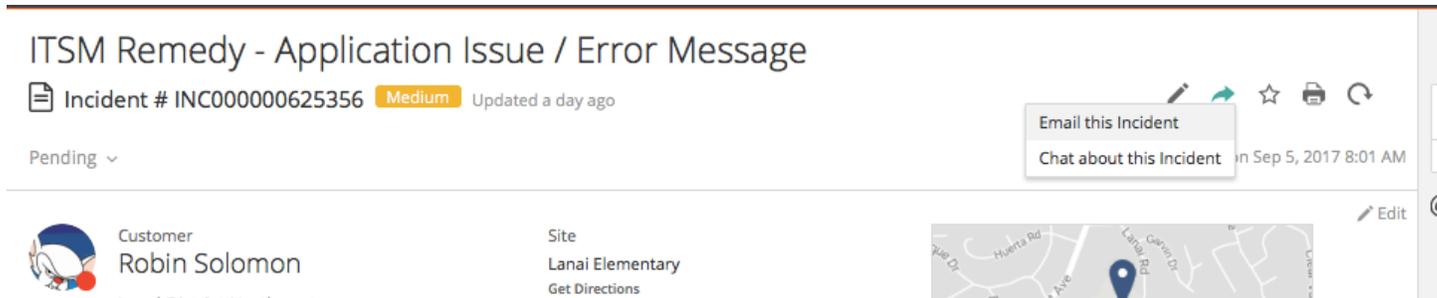


# Sending Emails about a Ticket

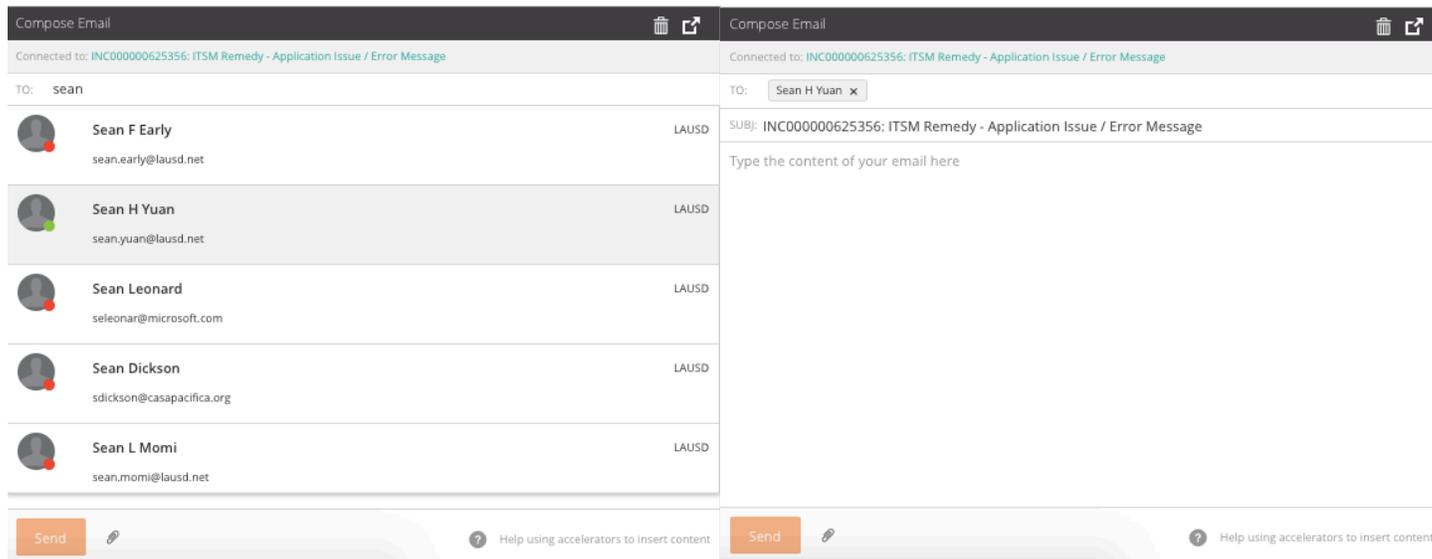
Sending an email through the ticket detailed view provides various benefits:

- 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.



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



3. Click **Send** when finished.