

Configuring Email Piping

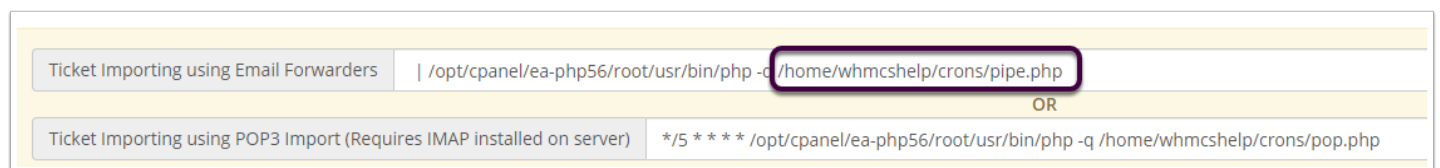
Email piping allows customers to send email to your support department email addresses. The system will import them into the ticket system, making it easy for customers to contact your team.

i The steps below configure email piping using the cPanel hosting control panel. For more information on using other methods, see [Email Piping](#) and [Email Importing](#).

Configure Email Piping with cPanel

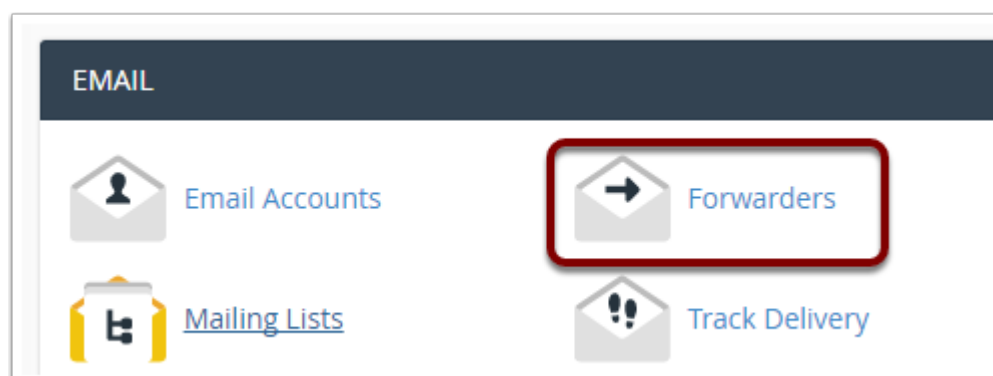
To configure email piping for a department:

1. Go to **Configuration > System Settings > Support Departments**.
2. Copy the file path that appears in the **Ticket Importing using Email Forwarders** section.



i You **don't** need to copy the entire command when you configure email piping in cPanel. **Only** copy the path to the `pipe.php` file. You will need this path for a later step in the process.


3. Log in to your cPanel account and go to **Email >> Forwarders**.



4. Click **Add Forwarder**.

5. For **Address to Forward**, enter the account for the support department's email address. For example, if the email address is `exampledepartment@example.com`, enter `exampledepartment`.
6. For **Domain**, choose the domain for the support department's email address. For example, if the email address is `exampledepartment@example.com`, select `example.com`.
7. Under **Destination**, click **Advanced Options**.
3. Select **Pipe to a Program**.
4. Paste in the file path that you copied from WHMCS.

☒ **Pipe to a Program**

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When piping to a program, you should enter a path relative to your home directory. If the script requires an in script is executable and has the appropriate `target` at the top of the script. If you do not know how to add the have the hashbang added automatically.

5. Click **Add Forwarder**.