

Using RT to send email to non-requestors

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How do I send email to people (or lists) who are NOT listed as the requestor of a particular trouble ticket?

Answer

Click **Reply** at the top of the ticket. This will display the *Reply screen* where you can check the box to send email to the Requestor, if needed, and/or enter other email addresses.

NOTE: For the Service Desk queues, by default, no email is sent unless you click a checkbox next to a requestor(s) email or you enter email addresses in the *Reply screen*.