

Configuring email feeding

- [Email address \(required\)](#)
- [IMAP server \(required\)](#)
- [IMAP authentication \(required\)](#)
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See also: [Customizing email feeding](#)

It is possible to automatically feed the helpdesk with tickets created by reading an email address: an asynchronous task (the **feed** task, see [03 Administration](#)) periodically reads an IMAP account, using the properties below (set in **/properties/config.properties**).

These properties are required only when using the feeding feature.

Email address (required)

The email address to which emails are sent by the users:

```
#feed.imap.address=support@domain.edu
```

IMAP server (required)

The FQDN or IP address of the IMAP server:

```
#feed.imap.server=imap.domain.edu
```

IMAP authentication (required)

The credentials used to connect to the IMAP server:

```
#feed.imap.account=support  
#feed.imap.password=secret
```

IMAP folder

The name of the IMAP folder to read, by default **INBOX**:

```
#feed.imap.folder=INBOX
```

Target category

The ID of the category in which tickets are automatically created:

```
#feed.imap.categoryId=1
```

SPAM filter

The name of the bean used to filter spams:

```
#feed.imap.spamFilterBean=null
```



By default, the bean is **null** (spams are not filtered). To set up SPAM filtering, see [Customizing email feeding](#).