

Redmine - Feature #4653

Mail new tickets

2010-01-25 23:55 - Jan Malte Gerth

<b>Status:</b>	Closed	<b>Start date:</b>	2010-01-25
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>		<b>% Done:</b>	0%
<b>Category:</b>	Email receiving	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>			
<b>Resolution:</b>			
<b>Description</b> Hello,  first of all i wan't to thank you for your great work.  I'm missing one core feature of redmine. The ability to send an mail to a special adress to add an comment to a ticket or open a new one. If this could be done, we could migrate our tools to redmine, which would be great.			

History

#1 - 2010-01-26 10:17 - Felix Schäfer

- Category changed from Plugin Request to Email receiving
- Status changed from New to Closed

This is already available, have a look at the [receiving emails guide](#). Basically, if redmine sends issue updates as [redmine@yourcompany.com](#), you can make redmine act on mails coming to [redmine@yourcompany.com](#) (or any other you'd like, for that matter), those with a known ticket number in the subject will get added as a comment to the ticket, others will be created as new tickets according to the configuration you define for the mail receiving end. You could even create multiple email addresses to send tickets to different projects, i.e. mails to [our\\_new\\_best\\_idea@yourcompany.com](#) could create tickets in project A, and [secret@yourcompany.com](#) in project B, and so on.