

The ability to send and receive emails in a helpdesk system is critical for effective customer support, allowing quick and convenient communication and improving response times and customer satisfaction.

## Prerequisite:

Firstly, you need to have your email account connected with Gridlex. If you haven't done so, please refer to our guide on - [How to Create an Inbox, Manage Email Connections, and Inbox Permissions in Gridlex Zip?](#)

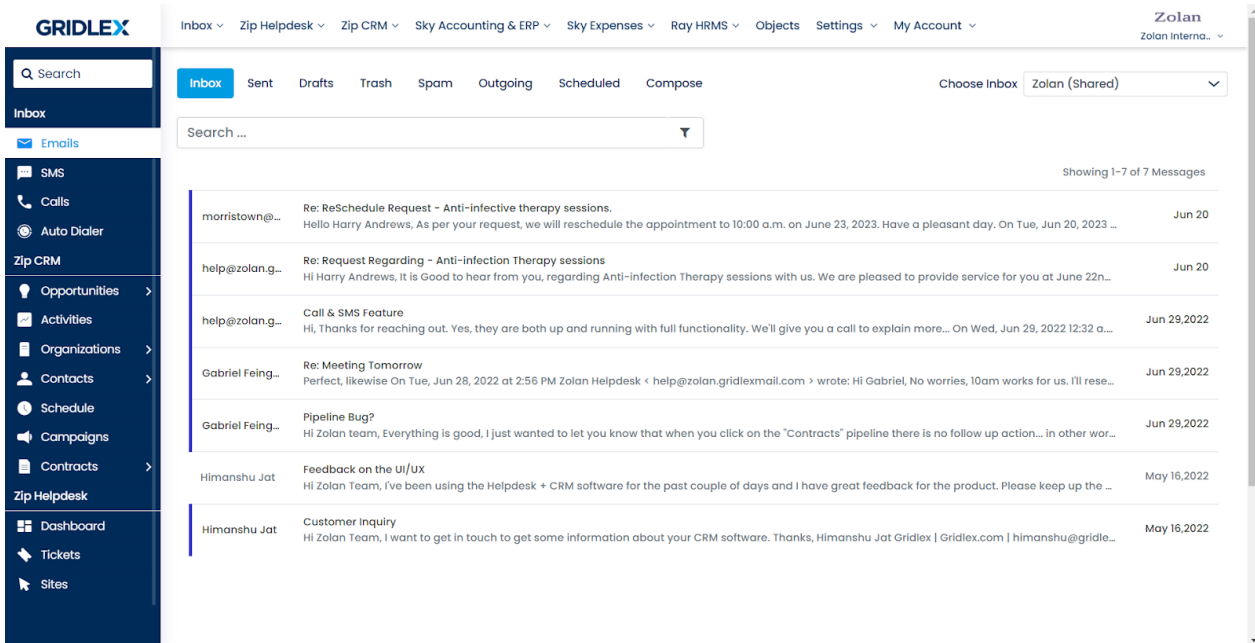
Follow the instructions given below to learn how to send and receive emails in Gridlex Zip.

**Step 1:** Log in to the Gridlex App Suite and click on “Email” located under the Inbox and Omnichannel section.



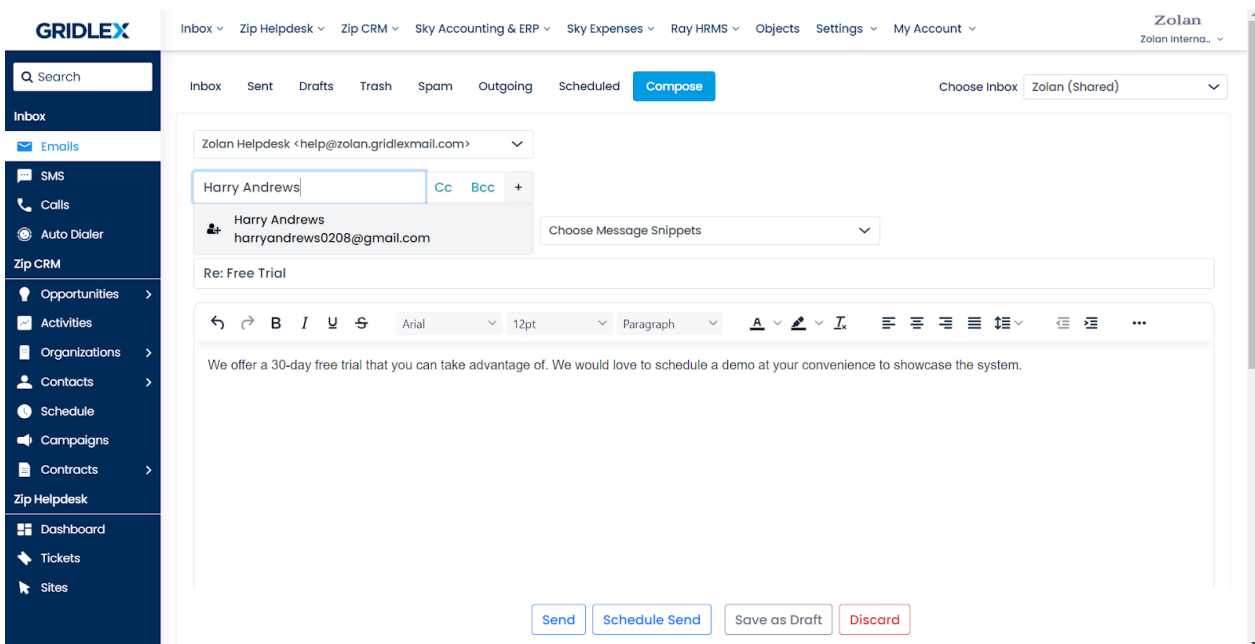
**Step 2:** This will lead you to your default inbox - "Zolan" for instance, where all incoming emails will be visible.

**Note:** If you want to switch inboxes, simply click on “Choose Inbox” on the right. Then, select the desired inbox.



**Step 3:** In order to send emails, click the compose button on the top navigation. Choose the preferred inbox for sending.. Then fill in the recipient's email, subject, and body. Once ready, hit the “Send” button.

**Note:** Options are available to "Schedule Send" or "Save as Draft". To abandon your message, click “Discard”.



Following the steps above will ensure a smooth emailing experience within Gridlex Zip. If you have any questions or encounter any issues, please don't hesitate to reach out.

If you need any help with any feature, data migration of your old data, or anything at all, just email [apps@gridlex.com](mailto:apps@gridlex.com) and our team will be here to help you. Remember, that one of **Gridlex's** core values is Customer Success. We want you to be successful.