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How to Add, Remove, or Set a Primary Email in Deskpro User Contact Information **Open Discussion**

- Moez Zouari
- **Forum name:** #Other Use Cases

The Deskpro user area gives you the ability to manage your email addresses , add or remove an address, and change your primary email.

This guide will show you the steps to carry out these actions.

- Click on the “My Profile” button located under your profile avatar.

Example

Contact Us

MZ 2

MZ Moez Zouari

My Profile

My Tickets (2)

Logout

- Under your *Email Addresses* tab, enter the email address you want to add in the *Email Address* field, and then click the *Add Email* button.

Example

Help Center > Your Account > Emails

2 You have 2 tickets to respond to.

Your Account

Your account >

Your password >

Your email addresses >

Email Address

moez_zouari

Email Address *

moez.zouari.

Add email

- After clicking the *Add Email* button, a message will appear asking you to verify your newly added email. A verification link will be sent to the added address.

Example

 Help Center > Your Account > Emails

2

[You have 2 tickets to respond to.](#)

 We need to verify your email before we add it to your account. Please check your email inbox for a verification link. 

Your Account

 Your account >

 Your password >

 Your email addresses >

Email Address

 moez_zouari@... 

Your Pending Email Addresses

 moez.zouari@...  [Resend validation email](#) [Remove email](#)

Email Address *

Add email

Validate your email address >



Dear Moez Zouari,

We have had a request from [moez_zouari@...](#) to add this email [moez.zouari@...](#) to your account at Lauterbach's helpdesk.

If you initiated this request, please click the link below. If you did not, please delete this email.

<https://support.lauterbach.com/validate/add-email/Bj1oTX6XOoLMPtsQYqNYwMfqD>

Regards,

Lauterbach Support Team

Warning

Several users have encountered this error when trying to verify their added email address

This issue occurs when the user portal and the verification link are opened in **two different browsers**, or when one is opened in a **private/incognito window** and the other in a normal browser.

To resolve this, ensure that the verification link is opened in the **same browser** as the user portal.

Your Account

 Your account >

 Your password >

 Your email addresses >

Email Address

 moez_zouari@... 

The form you submitted has expired. Please re-submit your form.

Email Address *

Add email

Not Found

Sorry, but we couldn't find this page.

If you feel that this is an error, please contact us.

- After following the steps, you should see a confirmation message indicating that the email address has been successfully added to your account. You can set any added address as your primary email (Make Primary), and you also have the option to delete any saved email address (Remove email).

Example

The screenshot displays a user account management interface. At the top, a navigation bar includes a logo and the path "Help Center > Your Account > Emails". Below this, a blue banner indicates "2 You have 2 tickets to respond to." A green confirmation message states "Your email address has been added to your account." with a close button. The main section is titled "Your Account" and features a sidebar with three menu items: "Your account", "Your password", and "Your email addresses". The "Your email addresses" section is active, showing a list of email addresses. The first address is "moez_zouari@..." and is marked as "Primary". The second address is "moez.zouari@..." with "Make Primary" and "Remove email" options. Below the list is an "Email Address *" input field and an "Add email" button.

Note

- You cannot delete a primary email address. You must first set another saved email address as the primary before you can delete it.
- Replies, email notifications, and all other communication emails will be sent only to your primary email address.