

Answer email in the Inbox

Updated 28 October 2026 · unforged.ai/help/desk/answer-email-in-the-inbox

Emails sent to your firm's Desk addresses arrive in the Inbox as conversations. Replies go out from your firm, and every email is kept on its matter.

Before you start

Your Desk admin sets up the addresses first. See [Send email from your own domain](#).

1 Open the Inbox

Go to **Inbox**

Pick what to show:

- **Needs a reply**
- **Waiting on them**
- **From someone new**
- **Done**
- **Everything**

Search by name, email or words, or narrow it by address and by who it's with.

2 File mail from someone new

An email from someone Desk doesn't know waits under **From someone new**. Choose the client, and the matter if you know it, then press **File it here**.

- **Add as a new client** if they're new to you
- **Not for us** if it's spam or sent to you by mistake

Their attachments wait unchecked until you file them.

3 Reply

Open the conversation, write in **Your reply** and press **Send reply**. Use **Attach from the matter** to send one of its documents, or **Save draft** to finish later.

4 Pass it to someone

Choose a colleague under **With** to make it theirs.

5 Close it off

Press **Mark done** once nothing more is needed. Press **Open again** if it needs more.

6 Send a new email

Press **New email**. Fill in **To**, the client and the matter under **File it on**, the **Subject** and **Message**, then press **Send**.

If something goes wrong

An email is on the wrong matter.

Open the conversation, press **Move**, choose the right client and matter and press **Save**.