


Private Feedback Forum


 The option of setting up a private forum is available only for feedback forums. When you transfer a feedback forum into a private one, the list of ideas on the forum will be visible to customers only after logging in to the forum. [Support forums](#) are private by default. Customers can only see their personal requests and communicate with a support assistant privately.

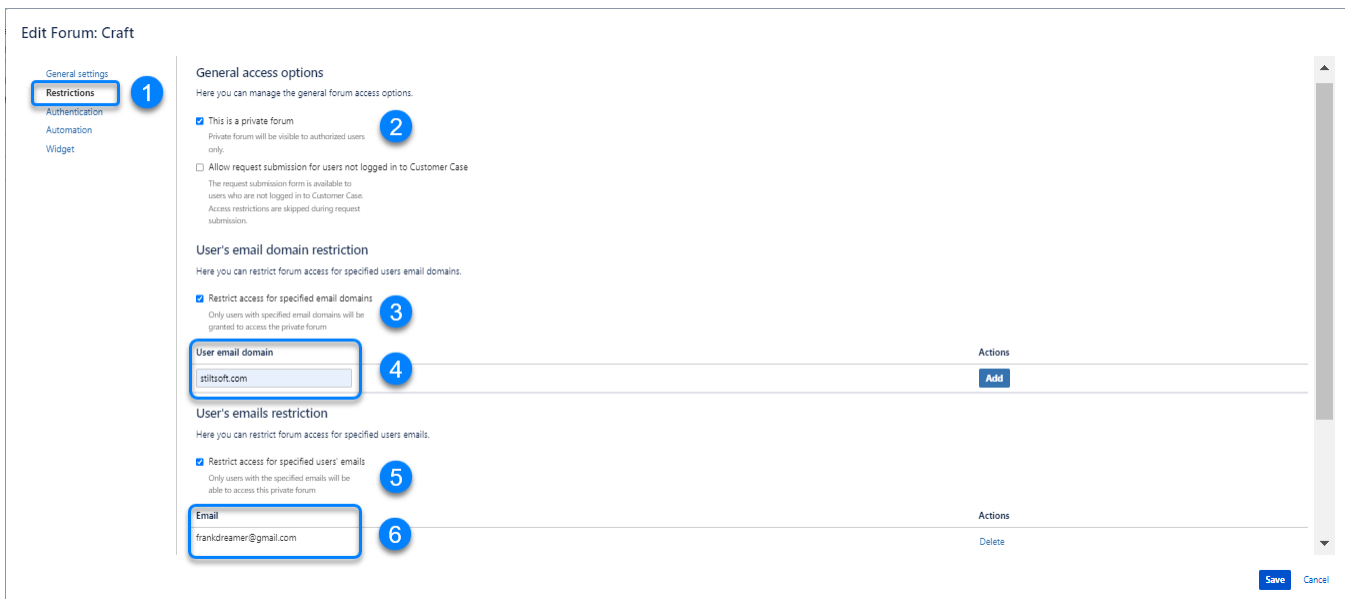
Customer Case allows you to create **private forums** for your internal use. Access to such forums can be restricted for particular **email domains** or **users' emails**. Additionally, you can select which authentication capabilities should be available for accessing each feedback forum.

- [Setup of Private Forums](#)
- [Defining Access Restrictions for Email Domains](#)
- [Defining Access Restrictions for Users' Emails](#)

Setup of Private Forums

1. On the list with feedback forums, locate the appropriate one.
2. In the Actions column press the Edit link.
3. In the opened form click the [Restrictions](#) link.
4. The Restriction methods screen opens.
5. In the *General access options* block, enable the *This is a private forum* checkbox. Once enabled, the forum will be no longer visible to users that have not logged in to the feedback forum.
6. You can allow users who are not logged in to Customer Case to submit requests on your private forum. However, they still will not have access to the ideas on the forum. Select the *Allow request submission for users not logged in to Customer Case* option.

 It's important to mention that enabling the *This is a private forum* checkbox doesn't make your forum private. Users that have an account in the Customer Case app, once logged in, will be able to see all the requests on the forum. Thus, you need to add email domains or email restrictions to close access to your forum from the unsolicited visitors.



Edit Forum: Craft

General settings
Restrictions 1
Authentication
Automation
Widget

General access options
Here you can manage the general forum access options.

☒ **This is a private forum** 2
Private forum will be visible to authorized users only.

☐ **Allow request submission for users not logged in to Customer Case**
The request submission form is available to users who are not logged in to Customer Case. Access restrictions are skipped during request submission.

User's email domain restriction
Here you can restrict forum access for specified users email domains.

☒ **Restrict access for specified email domains** 3
Only users with specified email domains will be granted to access the private forum

User email domain	Actions
stiltsoft.com 4	Add

User's emails restriction
Here you can restrict forum access for specified users emails.

☒ **Restrict access for specified users' emails** 5
Only users with the specified emails will be able to access this private forum

Email	Actions
frankdreamer@gmail.com 6	Delete

Save Cancel

Defining Access Restrictions for Email Domains

Customer Case allows you to restrict access to feedback forums for particular email domains. **Only users with email addresses included in the User's email domain restrictions** section will be able to log in to feedback forums.

1. Locate the *Email domain restrictions* block.
2. Select the *Restrict access for specified email domains* option.
3. Enter the appropriate email domain and click the Add button.
4. **Don't forget to check the *Restrict access for specified email domains* checkbox to enable these restrictions.**
5. If you no longer need some email domain, click the Delete link next to this domain.
6. Click Apply.

Defining Access Restrictions for Users' Emails

Customer Case allows you to restrict access to feedback forums for particular users based on their email address. Only users with email addresses specified in the settings of the feedback forum will be able to log in.

1. Locate the *User email restrictions* block.
2. Select the *Restrict access for specified users' emails* option.
3. **Don't forget to check the *Restrict access for specified email domains* checkbox to enable these restrictions.**
4. Enter the appropriate email address and click the Add button.
5. If you no longer need some email addresses, click the Delete link next to this email.
6. Click Apply.

Customer Case will automatically send the invitation email to all the specified users' emails.