![knowledgeowl logo]

💬New comments notification email setting: Reply to commenter

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Those of you using **Comments** with the "Every new comment" **Email frequency**: today is a happy day!

When this setting was used, all comments would show the **Email reply to** setting as the comment submitter.

This is a global comments setting, so if you were feeding comments into a help ticketing or support desk setting, you couldn't just hit "reply" to reply to the comment--you'd have to update the email address to reflect who submitted it. (We know this well because the default if you don't set up an **Email reply to** is to email our support account, so we have had to redirect a lot of wayward comment replies!)

> **We've added a new checkbox for Reply to commenter and we strongly encourage you to use it!**

With this box checked, the reply-to email address will be set to whatever email address your commenter used. This will save you the extra step of having to review the comment to update the email yourself.

The new option can be turned on by going to **Settings > Comments**. It only displays if the **Email frequency** is set to "Every new comment", and it displays directly under that Email frequency section:

Email frequency	Every new comment ⌄
	Emails will only be sent if there are new comments since the last email.
Reply to commenter	☑ Send email replies to commenter
Comments mergecode	[template("comments")]

The new Reply to commenter option displays just below the Email frequency on Settings > Comments

Just be sure you **Save** that change!