

MFS Essentials — User Manual

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What MFS Essentials does

MFS Essentials adds nine everyday upgrades to FreeScout, for every agent in your helpdesk. An admin can switch each one on or off. This manual covers version 1.4.2.

Upgrade	What your team gets
Fixed panels	The menu, the folders and the ticket list header stay in place while you scroll. In a conversation the toolbar and the title stay at the top.
Split view	The ticket list on the left, the conversation on the right, like an email program.
Status filters	Active, Pending and Closed checkboxes above the ticket list, to show only what you are working on.
Sortable and adjustable columns	Sort the ticket list by Customer or Assigned To, and drag column borders to the width you like.
Editor extras	Sub-lists with Tab and Shift+Tab, strikethrough, alignment, undo and redo, a horizontal line and fullscreen in the Reply and Note editors, also when you edit a note. With the Kanban module, the same buttons in Kanban's card window.
Convert an email to a note	A forwarded internal email that landed in a conversation becomes an internal note, so the client never sees it. Undo with one click.
Reactions on notes	React to a colleague's internal note with 👍 ✅ 👁️ 🎉, like in Slack or Teams. Hover to see who reacted.
Emoji and symbols	A button in the Reply and Note editors inserts emoji, currency symbols, arrows and dashes.
Code blocks that wrap	Text formatted as Code wraps instead of stretching the page with a horizontal scrollbar.

MFS Essentials is made by Managed FreeScout (StackPros B.V.). It runs entirely inside your own FreeScout; your conversations never leave your server.

Requirements

You need a self-hosted FreeScout, access to its files, and an MFS Essentials licence.

- **FreeScout:** version 1.4.0 is tested with FreeScout 1.8.248.
- **File access:** FTP, SFTP or your hosting panel's file manager, to place the module in FreeScout's `Modules/` folder once.
- **Admin account** in FreeScout, to activate the module and the licence.
- **Licence:** €9 per year (excl. VAT) for one FreeScout installation, all agents included. Buy it on managedfreescout.com/mfsessentials.
- **Internet access from the server** to our licence server, for the licence check. Only the licence key and your FreeScout's domain are sent.

Installation

Installing takes about five minutes: place the folder, activate the module, then activate your licence.

1. Download `mfsessentials.zip` from the [latest release](#).
2. Extract it into your FreeScout installation's `Modules/` folder, using FTP, SFTP or your hosting panel's file manager. The files must end up in `Modules/MFSEssentials/`, not in a nested `Modules/MFSEssentials/MFSEssentials/`.
3. In FreeScout, go to **Manage → Modules**, find MFS Essentials and click **Activate**.
4. Activate your licence, as described in the next section. Until then, all features stay off.

FreeScout's **Install** button on the Modules page only works for modules from the official FreeScout store. MFS Essentials is installed by extracting the zip, as above.

Licence

All features switch on the moment your licence is active, and switch off when it is not. An admin can switch single features off; see Choose which features are on, below.

Activate

1. Find your licence key in the confirmation email you received after your purchase. That email also explains how to manage your subscription and licence keys.
2. In FreeScout, go to **Manage → Settings → MFS Essentials**.
3. Paste the key and click **Activate licence**.

The settings page then shows the status, the date your subscription is paid until, and when the licence was last checked.

How the check works

- FreeScout re-checks the licence every 6 hours. Only the key and your FreeScout's domain are sent.
- If the licence server cannot be reached, nothing changes. After 14 days without a successful check, the features switch off until the next successful check.
- When your subscription ends or is not renewed, the features switch off. Renew as described in your confirmation email and they come back on the next check.

Moving to another FreeScout installation

One licence works on one installation. Click **Deactivate** on the old installation first, then activate the key on the new one.

Choose which features are on

Every feature has its own switch on **Manage → Settings → MFS Essentials**, under **Features**. All switches are on after installing or updating.

1. Go to **Manage → Settings → MFS Essentials**.
2. Under **Features**, switch off what your team does not want.
3. Click **Save**.

Features

Fixed panels	☒	The top menu, the folders, the ticket list header and, on a conversation, the toolbar, title and customer panel stay in place while you scroll.
Split view	☒	A "Split view" button above the ticket list: the list stays on the left and the conversation opens on the right. Each agent switches it on for themselves.
Status filters	☒	Active / Pending / Closed checkboxes above the ticket list. Each agent's choice is remembered.
Sortable and adjustable columns	☒	Sort the ticket list by Customer and Assigned To, and drag the column borders to change their width. Each agent's widths are remembered.
Editor extras	☒	In the reply and note editor: Tab / Shift+Tab for sub-lists, indent and outdent, strikethrough, alignment, undo and redo, a horizontal line and fullscreen.
Emoji and symbol picker	☒	An emoji and symbol picker in the reply and note editor.
Note reactions	☒	Emoji reactions on notes, so colleagues can respond without writing a note.
Convert an email to a note	☒	Convert a single email in a conversation to an internal note, and back.

Save

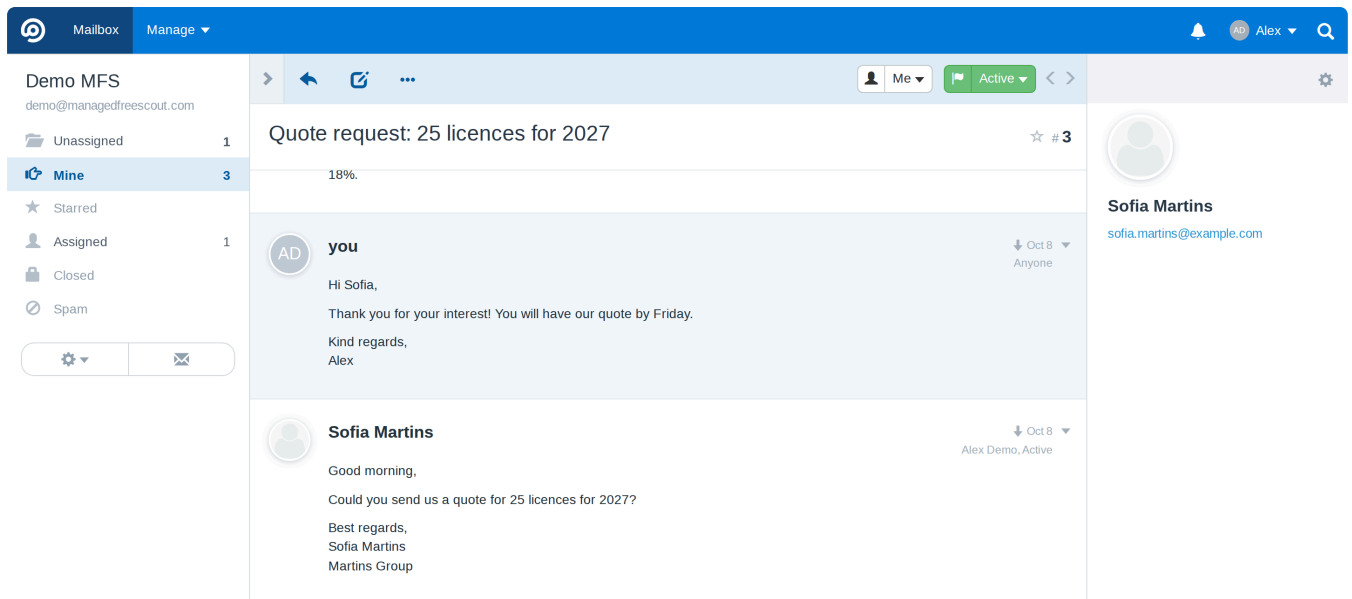
These switches apply to all agents. Within a feature, each agent's own choices (split view on or off, column widths, which statuses are shown) are remembered for that agent only. The code-block fix (long lines wrap) is always on with a valid licence.

Good to know

- The switches apply to all agents. Only admins see the settings page.
- Within a feature, each agent's own choices are remembered for that agent only: split view on or off, column widths and which statuses are shown. They are stored in FreeScout, so they follow the agent to every computer.
- Code blocks that wrap has no switch: it is always on with an active licence.

Fixed panels

The top menu, the folder list and the header of the ticket list stay in place while you scroll. In a conversation, the toolbar (reply, note, assign, status) and the title stay at the top, and the customer panel on the right stays in view. Long conversations no longer mean scrolling back up to reply.



Fixed panels work on screens at least 992 pixels wide. On phones and narrow windows FreeScout scrolls as usual.

Split view

Split view shows the ticket list on the left and the open conversation on the right, so you can work through a folder without going back and forth.

1. Open a folder, for example **Mine**.
2. Click **Split view** at the top right of the ticket list.
3. Click a conversation. It opens on the right; the list stays on the left.

The screenshot displays the MFS interface. On the left, a sidebar shows a list of conversations categorized by status: Unassigned (1), Mine (3), Starred, Assigned (1), Closed, and Spam. The main area is split into two panes. The left pane shows a list of conversations with columns for Customer, Conversation, and Waiting Since. The right pane shows a detailed view of a conversation with Emma Clarke, titled 'Order #4821 – wrong size delivered'. The conversation history shows Emma's message about the wrong size and Alex's response about sending the correct size and providing a return label.

Good to know

- Reply, add notes, assign and change the status in the right pane as usual. The list refreshes afterwards.
- Drag the divider between the two halves to make the list wider or narrower.
- Ctrl+click (Cmd+click on a Mac) still opens a conversation in a new browser tab.
- Click **Split view** again to switch it off. Your choice and the divider position are remembered for you.
- The **Split view** button appears on screens at least 1200 pixels wide.

Status filters

The checkboxes **Active**, **Pending** and **Closed** above the ticket list show or hide conversations with that status. Untick **Pending** to see only what needs an answer now.

This screenshot focuses on the status filter section at the top of the conversation list. It shows three checkboxes: 'Active' (checked), 'Pending' (unchecked), and 'Closed' (checked). Below the filters, the list of conversations is updated to show only the active ones: Sofia Martins (Quote request), Liam Patel (Export to CSV fails), and Emma Clarke (Order #4821 – wrong size delivered). The 'Split view' button is visible in the top right corner.

Good to know

- Your choice is remembered for you and applies to every folder, until you change it.
- At least one status always stays ticked.
- The filters do not appear in folders that hold one kind of conversation anyway: Closed, Spam, Deleted and Drafts.
- The counts in the folder list are FreeScout's own and do not change with the filters.

Sortable and adjustable columns

FreeScout lets you sort the ticket list by Conversation, Number and date. MFS Essentials adds sorting by **Customer** and **Assigned To**, and lets you change the width of the columns.

☐ Customer ↕	Conversation ↕	Number ↕	Waiting Since ↕
☐ Sofia Martins ③ sofia.martins@exampl...	★ Quote request: 25 licences for 2027 ----- Forwarded message -----From: Finance <finance@example.com>Subject: INTERNAL – pricing Martins GroupIntern...	#3	Oct 8
☐ Liam Patel liam.patel@example.c...	★ Export to CSV fails with error 500 Found it in the log, the export chokes on an emoji in a customer name:[2026-10-06 08:14:22] production.ERROR: SQLSTATE[...]	#2	Oct 7
☐ Emma Clarke ② emma.clarke@exampl...	★ Order #4821 – wrong size delivered Hi Emma, Sorry about that! 🙏 We are sending size 42 today ✅ and you will receive a free return label → no costs for you. Kin...	#1	Oct 6

- **Sort:** click a column header with ↕. The first click sorts A to Z, the second Z to A. Conversations without a name or without an agent come last.
- **Width:** move the mouse over the header row, then drag the border between two columns. Double-click a border to go back to the normal width.
- Your column widths are remembered for you, on every computer.
- The Assigned To column only appears in folders where FreeScout shows it, not in Mine.

Editor extras

The Reply and Note editors, and the editor you get when you edit a note, get the buttons that FreeScout leaves out, and lists that can go a level deeper.

Hi Emma,

Here is what happens next:

- We send the right size today
 - Track & Trace by email
 - Delivery within 2 working days
- Keep the wrong pair: ~~return label~~ no return needed

Kind regards, Alex

Button or key	What it does
Tab / Shift+Tab	In a bulleted or numbered list: move the item one level in or out, to make a sub-list.
Indent / Outdent	The same as Tab and Shift+Tab; outside a list they indent the paragraph.
Strikethrough	Cross out text, for example a price that changed.
Align	Left, centre or right.
Undo / Redo	Step back or forward through your changes.
Horizontal line	A line between two parts of your message.
Fullscreen	Write a long reply in the whole window. Click again to go back.

Sub-lists are built the way Gmail and Google Docs build them, so they look right in your client's email program.

Kanban card editor. If your helpdesk uses FreeScout's Kanban module, a separate switch, **Kanban card editor**, gives Kanban's New Card and Edit Card window the same buttons, without fullscreen. Add attachments to the card's conversation after you save the card. The switch only appears on the settings page while the Kanban module is active.

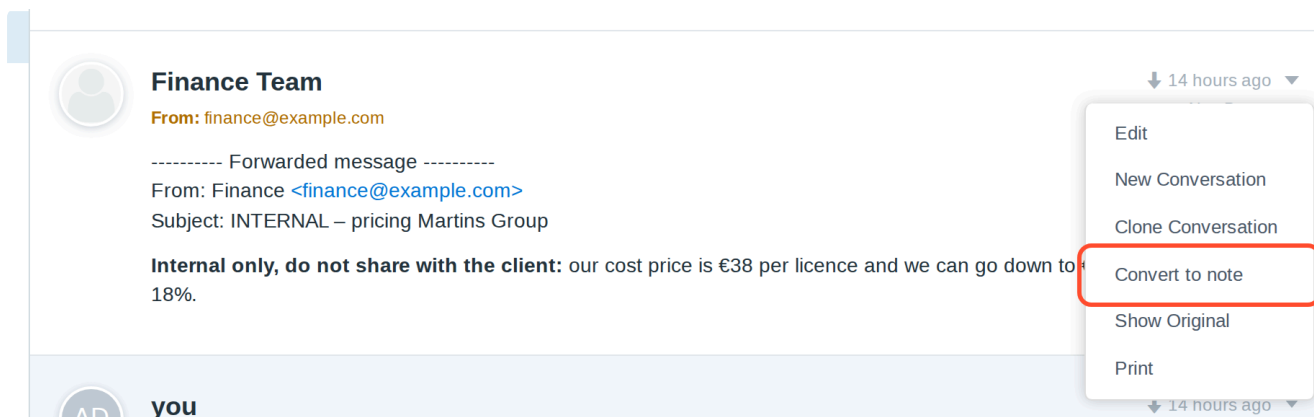
Convert an email to an internal note

Turn an email that the client must not see into an internal note: its text, attachments and place in the conversation stay, but the client no longer sees it anywhere.

Typical case: a colleague forwards an internal email (a cost price, a discussion) into the conversation. Without converting, that email shows up for the client in the quoted history of later replies and in the customer portal.

Convert

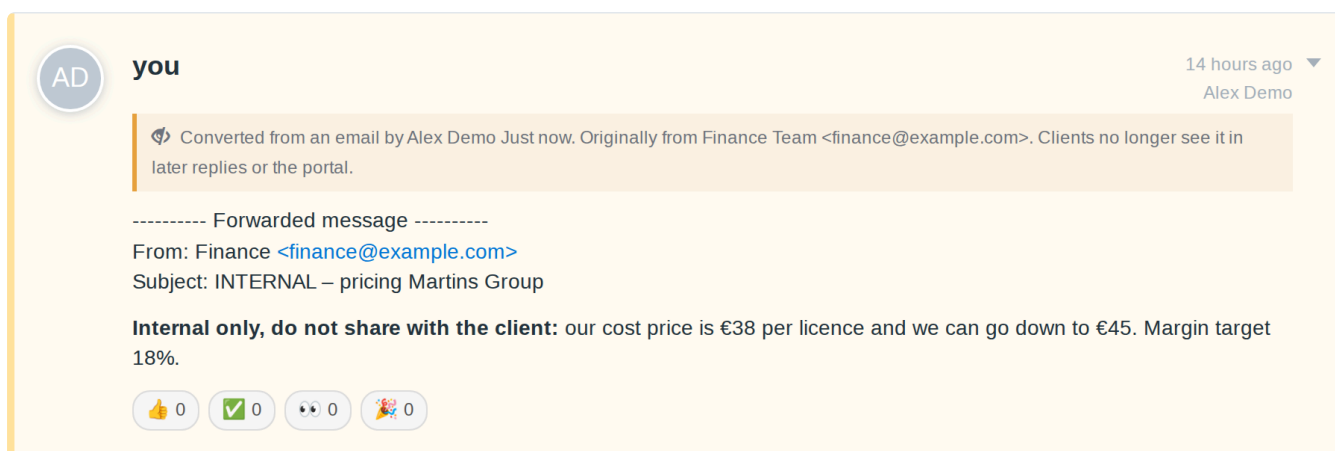
1. Open the conversation and click the arrow at the top right of the email.
2. Choose **Convert to note**.
3. Confirm. The page reloads and the email is now a yellow internal note.



Convert this email to an internal note? Clients will no longer see it in the history of later replies or in the customer portal.

[Convert to note](#) [Cancel](#)

A banner on the note says who converted it, when, and who originally sent it.

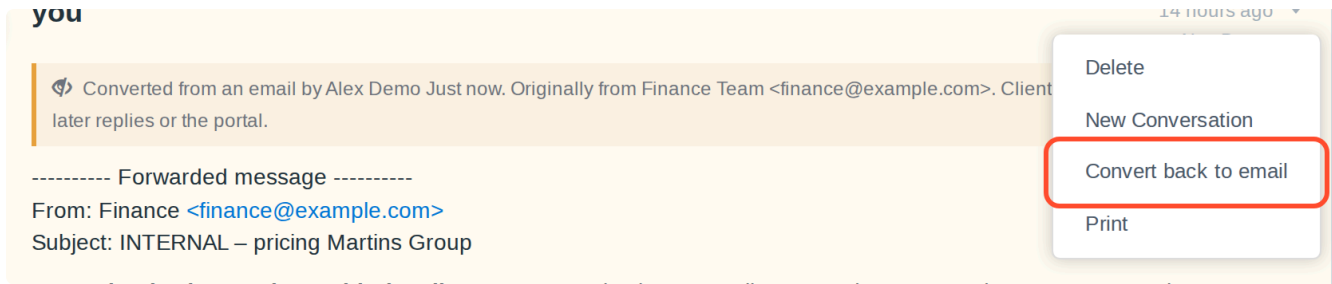


Good to know

- Every agent with access to the mailbox can convert. Admins always can.
- Your own replies can be converted too, but they were already sent: converting hides them from later replies and the portal, it does not recall the email.
- Converting the first message of a conversation is allowed; the confirmation warns you.
- You become the note's author, so you can delete it like any of your own notes.
- Reports that count customer messages count one fewer for a converted email.

Undo

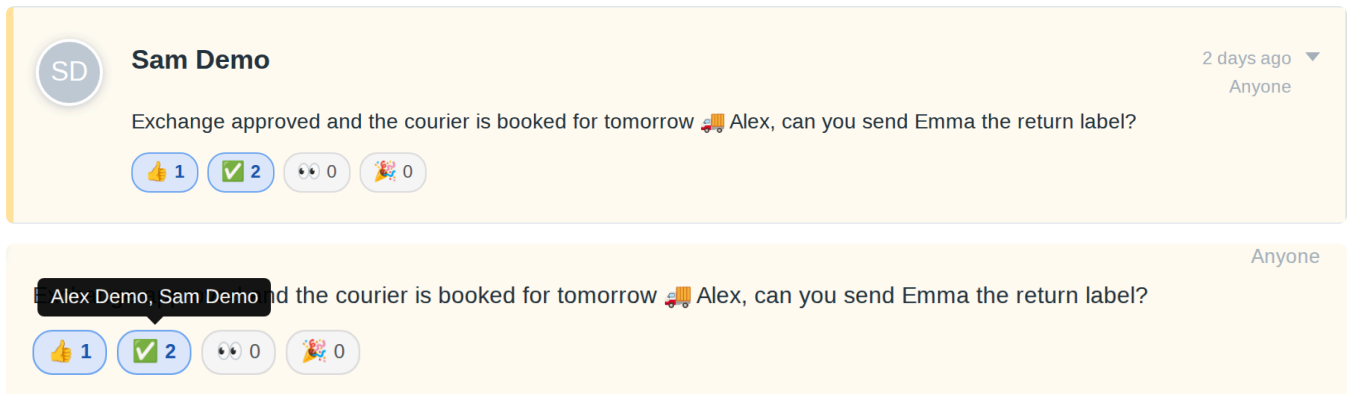
Open the note's menu and choose **Convert back to email**. The original type, author and sender are restored.



Reactions on notes

React to a colleague's internal note with one click instead of writing "OK, thanks". Reactions only appear on internal notes, never on emails to or from the client.

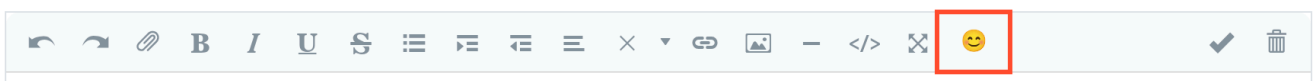
1. Under every internal note you see four reactions: 👍 ✅ 👁 🎉.
2. Click one to add your reaction; click it again to remove it.
3. Hover over a reaction to see which colleagues reacted.

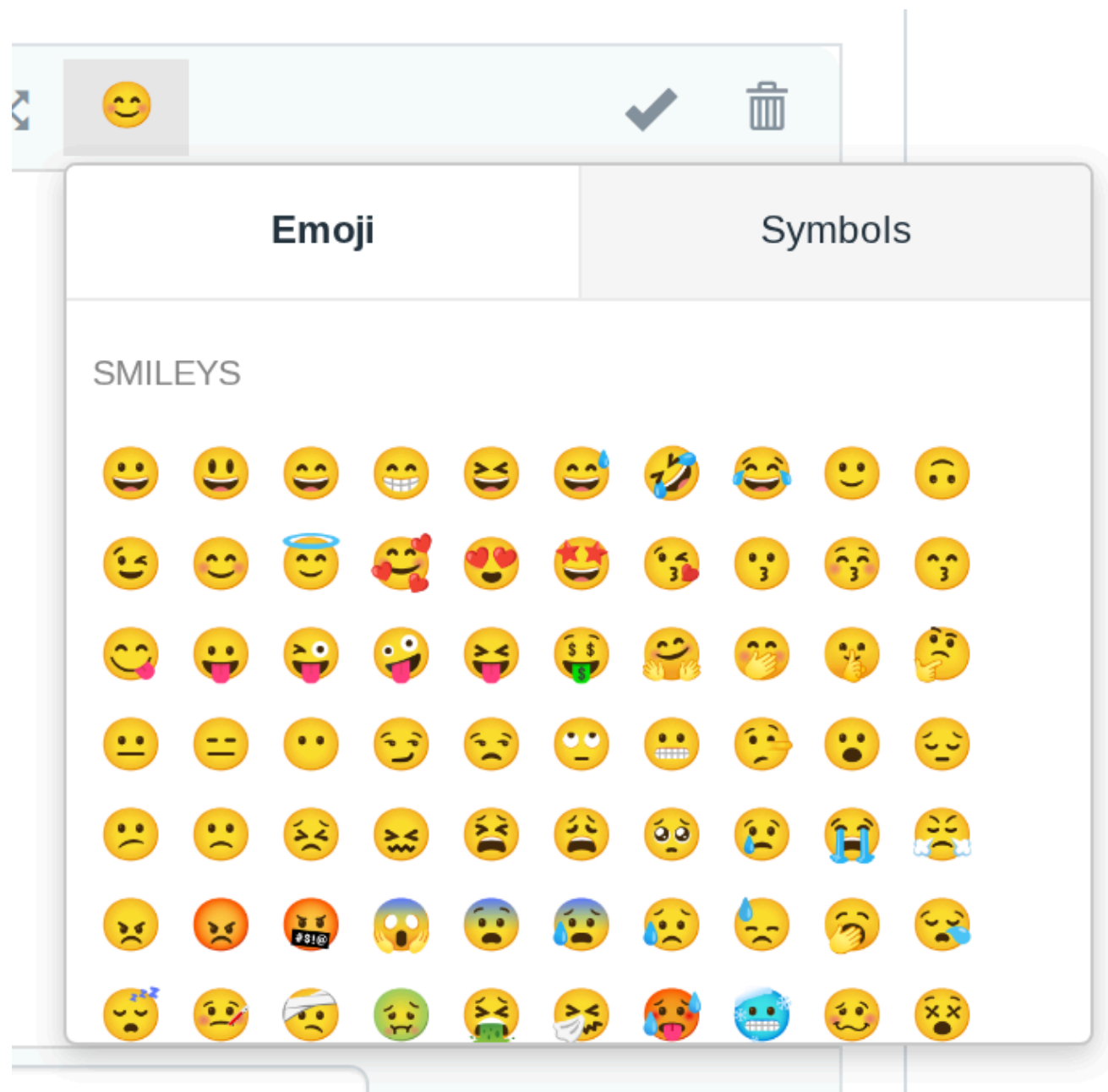


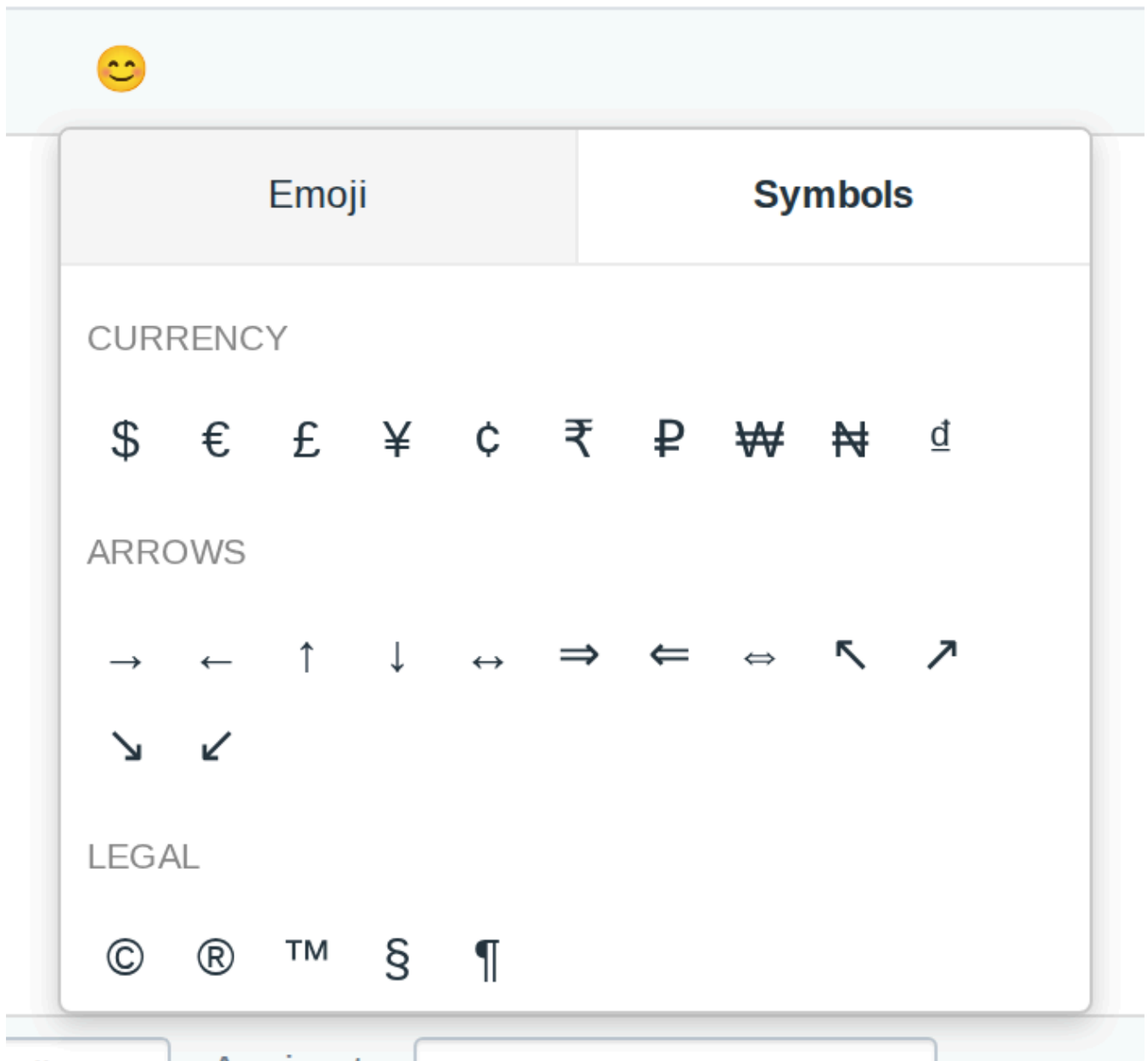
Emoji and symbols in the editor

The smiley button in the toolbar of the Reply and Note editors inserts emoji and special characters where your cursor is. It works the same in a note and in a reply to the client.

1. Click in the text where the character should go.
2. Click the smiley button in the editor's toolbar.
3. Pick a character on the **Emoji** tab, or switch to **Symbols** for currency signs (€ £ \$), arrows (→) and typographic dashes and quotes.





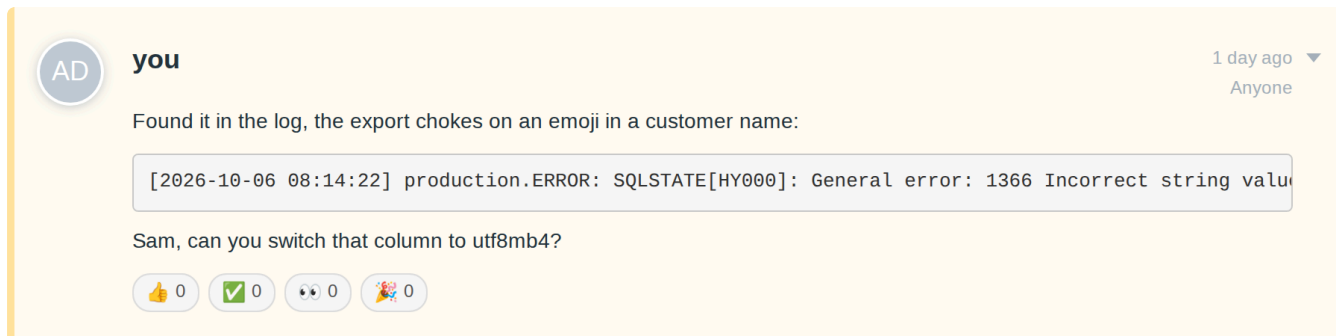


Code blocks that wrap

Text formatted as **Code** now wraps onto the next line, instead of running off the edge with a horizontal scrollbar. Nothing to switch on: it works as soon as the licence is active, in the editor and in the conversation.

To format text as code: select it, open the editor's style menu and choose **Code**. Useful for log lines, error messages and settings you paste into a note.

Without MFS Essentials a long line runs off the edge:



With MFS Essentials the same line wraps:

Image — The same code line with MFS Essentials

This fixes a known FreeScout issue ([#5167](#)).

Updating, removing and troubleshooting

Updating

When a new version is out, **Manage → Modules** shows "Update available" next to MFS Essentials. Click **Update Now**; no new upload needed. If the page looks unchanged afterwards, reload it once with Ctrl+F5 (Cmd+Shift+R on a Mac).

Removing

1. Go to **Manage → Settings → MFS Essentials** and click **Deactivate**, so the licence can be used elsewhere.
2. Go to **Manage → Modules** and deactivate MFS Essentials, then delete it.

Troubleshooting

What you see	What to do
No reactions, no smiley button, no Convert to note	Check the licence status on Manage → Settings → MFS Essentials . The features only work with an active licence, and each one only when its switch under Features is on.
No Split view button	Make the browser window wider: the button appears from 1200 pixels. Also check that Split view is switched on under Features.

What you see	What to do
The menu and toolbar scroll away	Fixed panels work from 992 pixels wide. On a phone or a narrow window FreeScout scrolls as usual.
A conversation is missing from the list	Check the Active, Pending and Closed checkboxes above the list: its status may be unticked.
Status "in use elsewhere"	The key is active on another FreeScout installation. Deactivate it there first.
Status "expired"	Renew your subscription as described in your confirmation email; the features return at the next check (within 6 hours), or click Activate again.
Status "not checked for 14 days"	Your server cannot reach our licence server. Ask your host to allow outgoing HTTPS connections from FreeScout; we can give you the exact address if they need it.
No Convert to note in a menu	The option exists on client emails and on your own replies, not on notes or activity lines. A converted note shows Convert back to email instead.

Still stuck? Contact us via managedfreescout.com/contact-us.

Version history

Version	Released	What changed
1.4.2	23 Oct 2026	Editing a note gets the same editor buttons as writing one; new switch Kanban card editor (only with the Kanban module): the same buttons in Kanban's New Card and Edit Card window; hover hints near the top of the page open below or beside their button instead of behind the top menu; in split view a conversation that leaves the list after you assign, close or delete it there no longer stays open on the right

Version	Released	What changed
1.4.1	19 Oct 2026	With a reply or note open, the Assignee and Status menus open on top of the editor; in split view their hover hints show below the buttons
1.4.0	19 Oct 2026	Fixed panels, split view, status filters, sortable and adjustable columns, editor extras; a switch per feature; the smiley button now sits with the other editor buttons
1.3.2	9 Oct 2026	Printouts show no reaction buttons under notes; the module is now called MFS Essentials
1.3.1	9 Oct 2026	The licence is checked again every 6 hours, as intended
1.3.0	8 Oct 2026	Licence: €9 per year; features need an active licence
1.2.0	7 Oct 2026	Convert an email to an internal note, and back
1.1.2	29 Aug 2026	Maintenance release
1.1.1	20 Jul 2026	First release: emoji and symbols, code blocks that wrap, reactions on notes