Email Importer

Email Importer is a service that turns email into Linear issues and comments. It is built and operated by Grandjean & Braverman, Inc. (G&B), and it runs for more than one Linear workspace.

If you arrived here from a **Developer URL** on an OAuth application in your Linear workspace, this page is the right place to start: it explains what that application is, why it has access, and who to contact.

What it does

A Linear workspace using this service is given its own dedicated email subdomain — something like `acme.ccissue.com`. Every address at that subdomain belongs to the service, and mail sent to one of them ends up in Linear:

- Mail to a **team address** creates a new issue.
- Mail to an **issue address** is added to that issue as a comment.
- **Replies thread.** A reply to a message the service already knows about is added to the original issue as a comment rather than opening a second issue — even if someone has changed the subject line mid-conversation.

The body of the message is converted to Linear's formatting, and attachments and inline images come across with it. Nothing is discarded to make it fit.

The two address forms

Using `acme.ccissue.com` as the subdomain, and teams whose Linear keys are ABC and DEF:

Address	What happens
`ABC@acme.ccissue.com`	Creates a new issue in the ABC team, or adds a comment to an existing issue if the message is part of a conversation already tracked.
`DEF@acme.ccissue.com`	The same, for the DEF team. Each team has its own address.
`ABC-42@acme.ccissue.com`	Adds a comment to issue ABC-42.

Both forms are case-insensitive, and both the *To* and *Cc* fields are checked — so a single message can be copied to several issues at once.

Mail sent to a team key that does not exist in the workspace is not thrown away. It is filed into a designated fallback team, so a typo in an address surfaces as a findable issue rather than silence.

Where it has been enabled, the sender of a message that creates a **new** issue gets a short automatic reply carrying the issue's identifier and a link to it. Replying to that acknowledgement adds a comment to the issue.

Who is allowed to send

This is usually the first question an administrator has, because an email address that creates issues in your workspace is an inbound path from the open internet. Two separate checks apply, in this order.

1. The sender is authenticated

Before anything else, the service proves that the message really came from the domain in its *From* header. A *From* header on its own is worth nothing — anyone can put any address in it — so the service checks it the same way DMARC does, requiring either:

- a valid **DKIM** signature whose domain lines up with the *From* domain, or
- an **SPF** pass whose envelope sender lines up with the *From* domain.

Either one is enough; both must line up with the *From* domain to count. This is what stops an outsider from mailing your workspace as one of your own staff.

If the check cannot be completed at all — a DNS lookup fails, for instance — the message is **not** rejected. It is held and retried, so a temporary network problem never quietly loses legitimate mail.

2. The sender is authorised

Authentication establishes *who* sent the message. Authorisation decides whether that proven sender is welcome. A sender is accepted if they match either of:

- A **baseline list of domains** configured for the whole service — normally the operating organisation's own domains.
- A per-team **"Allowed Senders" document**, kept in that team's `_Resources` project inside Linear.

The second of those is the one worth knowing about: it lets a team add an outside client or vendor by editing a document in the Linear UI, with no involvement from G&B and no change to the service. The two lists are additive — matching either is enough.

How the two forms differ

Address	Authentication	Authorisation
Team address (ABC@…)	Required	Required
Issue address (ABC-42@…)	Recorded, not enforced	Not applied

Issue addresses are deliberately open. Knowing one is treated as the authorisation, because such an address is only ever shared inside an existing conversation — which is what lets an external participant reply to a thread and have it land on the issue. The authentication result is still recorded for every message, so an unverified comment can be traced afterwards.

Mail that fails these checks is rejected without a bounce message being sent back.

What the application does in your workspace

The OAuth application named **Email Importer** acts on the workspace on the service's behalf. In normal operation it:

- Creates issues and posts comments.
- Uploads attachments and inline images from incoming mail.
- Reads the workspace's teams and members, to route mail to the right team and to recognise senders.
- Reads each team's "Allowed Senders" document, where one exists.
- **May assign a new issue** to the Linear member whose email address matches the sender, so mail from a colleague arrives already assigned to them. Anything assigned this way can be reassigned normally in Linear afterwards.

The application's name is what appears as the **author** on every issue and comment it creates, so anything it has produced is identifiable in the workspace.

You can see and revoke it under **Settings → API → OAuth applications** in Linear. Revoking it stops the service reaching that workspace, which means incoming mail to the subdomain stops becoming issues and comments. Please get in touch before revoking it, so the mail flow can be shut off cleanly rather than failing in place.

Each workspace is independent

Every workspace this service runs for has **its own OAuth application and its own credentials**. The workspaces share nothing beyond the code that G&B operates: separate applications, separate credentials, separate email subdomains, and separate issue data.

The practical consequence is that anything you do to your own application — revoking it, rotating its credentials, renaming it — affects only your workspace. It cannot disturb anyone else's, and theirs cannot disturb yours.

Support

The service is built, hosted and operated by **Grandjean & Braverman, Inc.**

For questions about this application, to report a problem with mail not arriving, or to arrange changes to the addresses or sender lists, contact us through grandjean.net.

If you are reporting a problem, it helps a great deal to include the **sender's address**, the **address it was sent to**, and roughly **when** it was sent — that is usually enough to trace a single message end to

end.

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