



[Help Centre](#) > [Community](#) > [Bug Report](#) > [Name adding](#)

Name adding Finished

- Philipp Bartsch
- **Forum name:** #Bug Report

If I add a new ticket and I switch back and forth between message and note for every switch to note my name is added to the note and it piles up. To me it seems that for a manually added new ticket only half of the signature is deleted (as if it stops after the first `</p>`). For an user-created ticket the complete signature is deleted. This is my personal signature:  
`<br /> <br /> <p class="dp-signature-start">Best regards,</p><br /> <br /> <p>Philipp<br></p>`

Comment (1)

**Eloise Rea**

2 months ago

Hi Philipp, I'm just reaching out as we are doing a review of open bug reports in Deskpro since the release of Deskpro Horizon. I've taken a look into this issue and I can see this has now been fixed. I'm very sorry for the delay in providing an update here. We have since implemented weekly release cycles and reviews to ensure you are always up to date.