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## I'm having trouble with forwarding user emails to the helpdesk

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Deskpro can understand that an email from a user that is forwarded to the helpdesk by an agent should be made into a ticket for the original user.

If this is not working check the following:

 Check that this feature is enabled: in Admin > Channels > Email > Settings, make sure the option Smart-parse emails forwarded into the helpdesk by agents is checked.

2. If this feature is enabled, check that when your agents forward an email, the subject line is changed so it's prefixed with something like FW: or FWD: at the beginning. Deskpro relies on this to detect forwarded emails.

You can change what prefixes Deskpro looks for in **Admin > Channels > Email > Settings.** Select **Use a custom Subject regular expression for detecting forwarded emails**. You have to enter the pattern to look for in <u>PCRE regular expression syntax</u>.