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Why are User replies on Resolved Tickets creating new tickets?

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Question:

A user replied to a ticket that had been resolved. I'd expected their message to be added to the ticket thread, but instead, a new ticket was created. What's going on?

Answer:

Check that the user did not reply from a different email address that is not associated with their account in Deskpro.

If they were using the same address, the user probably did not have permission to re-open a resolved ticket.

Under **Admin > CRM > Usergroups**, hover over the usergroup that the user belongs to and click the **Pencil** edit button.

Usergroups
Belonging to a usergroup determines the actions a user can perform and what Help Center content they can see.

Search Filter Sort Group View New

Title	Type	Description	Count	ID
Everyone	Builtin	Every user including both guests and registered members.	0	1
Registered	Builtin	All registered people in the system	0	

Here you can check the settings for the **Can re-open resolved tickets** permission.

Edit: Registered

id: 2

Information **Permissions** Departments

Ticket Chat Help Center

Ticket Permissions

Toggle All

Can use tickets



Can re-open resolved tickets



User can re-open resolved tickets after resolution, for up to

1 day

When email reply received after time limit

Create a new ticket

If none of the usergroups in your helpdesk grant permission to re-open resolved tickets, replies on resolved tickets may be rejected or accepted as a new ticket.