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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.

The screenshot shows the 'Usergroups' page in Deskpro. At the top, there is a header with a search bar, a filter button, and a 'Help' link. Below the header is a decorative graphic of overlapping circles containing user icons. The main table lists two usergroups: 'Everyone' and 'Registered'. The 'Everyone' row has a red arrow pointing to the edit icon (pencil symbol) in the 'ID' column. The table has columns for Title, Type, Description, Count, and ID.

Title	Type	Description	Count	ID
Everyone	Built-in	Every user including both guests and registered members.	0	1
Registered	Built-in	All registered people in the system	0	2

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.