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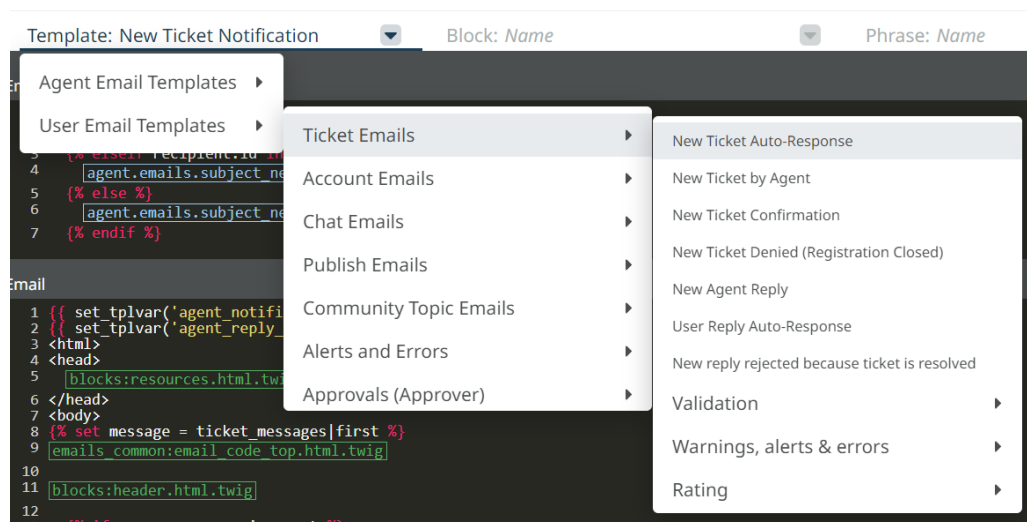
Adding Ref Codes to Ticket Emails

Kim - 2026-01-20 - [Comments \(0\)](#) - [Channels](#)

By default, Deskpro does not include the Ticket ID or reference code in emails sent to Users.

You can add the ID or reference code to the email templates used when the helpdesk contacts a User about a Ticket.

1. Go to **Channels > Email > Templates** and, under **User Email Templates**, click **Ticket Emails**.
2. You will see a list of templates. You can edit each one to include the reference code or Ticket ID.



Your helpdesk might not use all of these templates. For example, there is no need to edit **New Ticket Auto-Response** if you have not enabled the auto-response Trigger.

The main templates you are likely to edit are:

- **New Agent Reply** – the template used to send Agent replies to Tickets.
- **New Ticket by Agent** – used when an Agent creates a Ticket on behalf of a User.

3. Click the template you want to edit and insert the appropriate variable:

- `{{ticket.ref}}` to include the reference code.
- `{{ticket.id}}` to include the Ticket ID.

4. Click **Save** to apply your changes.

Note:

If your helpdesk supports more than one language, you should insert the variable as part of a custom phrase instead. For details, see the section [Variables in Custom Phrases](#) in the *Email Template Features* guide.