I'm having trouble with emails forwarded from certain accounts not showing up in the interface

Ben Henley - 2023-08-31 - Comments (0) - Deskpro Legacy

Question:

When I forward emails from my personal account to the helpdesk, they are not turned into tickets. Other people can forward tickets fine.

Answer

Check the **Incoming Email Log** on **Admin > Emails > Email Accounts** for errors specific to your account.

Emails can be rejected because your personal email account is set up as a ticket account in the helpdesk. An account that can receive Deskpro tickets should not be used as an agent account. This is necessary to avoid email loops and other problems.

Tags

forwarding