

## ?How do I convert a normal user to an agent

Ben Henley - 2023-08-31 - Comment (1) - Deskpro Legacy

### **:Question**

Someone I want to act as an agent in the helpdesk has been added as a user. How do I  
?upgrade them to an agent account

### **:Answer**

Simply use their email address to create an agent in the admin interface. Deskpro will make them an agent, while preserving any information you added about them while they were a .user, any tickets they've created, etc