

## I'm having trouble with resolved tickets creating new tickets when users reply

Ben Henley - 2023-09-13 - Comment (1) - Deskpro Legacy

### :Question



A user replied to a ticket that had been resolved. I'd expect 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 definitely using the same address, the user probably did not have had permission to re-open a resolved ticket

Under **Admin > CRM > User Groups**, check your settings for the "Can re-open resolved tickets" permission

 Properties |  Permissions

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 Tickets  Chat  Feedback  Articles  Downloads  News

Can use tickets	
Can re-open resolved tickets	
How should the helpdesk handle an email reply to a resolved ticket?	
<input checked="" type="radio"/> <b>Reject</b> · The message is rejected and the user is sent an auto-response	
<input type="radio"/> <b>New Ticket</b> · The message is accepted as a new ticket	

If none of the user's groups grants the permission to re-open resolved tickets, their message may be rejected or accepted as a new ticket