

I'm having trouble with forwarding user emails to the helpdesk

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Deskpro can understand that an email from a user that is forwarded to the helpdesk by an agent should be made into a ticket for the original user

:If this is not working check the following

Check that this feature is enabled: in **Admin > Channels > Email > Settings**, make .1 sure the option **Smart-parse emails forwarded into the helpdesk by agents** is .checked

If this feature is enabled, check that when your agents forward an email, the subject line .2 is changed so it's prefixed with something like FW: or FWD: at the beginning. Deskpro relies .on this to detect forwarded emails

You can change what prefixes Deskpro looks for in **Admin > Channels > Email > Settings**. Select **Use a custom Subject regular expression for detecting forwarded emails**. You have to enter the pattern to look for in [PCRE regular expression syntax](#)



:The default regular expression is

```
FW|FWD|VL|WG|FS|VB|RV|VS|TR):/i)^/
```

Which will match subject lines with any of the letter combinations in the brackets, preceded :by a colon, regardless of case, at the beginning; for example

:FW

:fw

:Fwd

:FS

:but not

Please no more Fwd: messages

If your email system prefixes forwards with **Forward:** then you could just modify the :regular expression to be

If your email system isn't prefixing forwarded emails at all, you will need to change its .settings. Consult your email system documentation to find out how to do this

Your email server may not be including the user's email address in the From: header .3 when you forward the email. This is common when using Exchange/Outlook. See [this .article](#) for how to fix this