

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

Ben Henley - 2023-09-13 - Comments (0) - 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](#)

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?

☒ **Reject** · The message is rejected and the user is sent an auto-response

☐ **New Ticket** · 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.