



# Why are User replies on Resolved Tickets creating new tickets?

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## Question:

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

Under **Admin > CRM > Usergroups**, hover over the usergroup that the user belongs to and click the **Pencil** edit button.

Title	Type	Description	Count	ID
Everyone	Built-in	Every user including both guests and registered members.	0	1
Registered	Built-in	All registered people in the system	0	2

Here you can check the settings for the **Can re-open resolved tickets** permission.

Information	Permissions	Departments
Ticket	Chat	Help Center

**Ticket Permissions**

Can use tickets

Can re-open resolved tickets

User can re-open resolved tickets after resolution, for up to 1 day

When email reply received after time limit Create a new ticket

If none of the usergroups in your helpdesk grant permission to re-open resolved tickets, replies on resolved tickets may be rejected or accepted as a new ticket.