



How do I mass re-assign multiple tickets to one User from another?

Chynah Hayde - 2023-08-21 - [Comments \(0\)](#) - [Agent](#)

If you have a User from whom you need to reassign their tickets, for example, if they are leaving the company. You may wish to mass update the ticket ownership, the best way to do this is to merge the User into another User that you wish to take those tickets, and then remove the old email address from the new combined profile.

Navigate to the User's Profile, open the User Profile settings from the *⋮* menu, and select **Merge**.

The screenshot shows the Deskpro User Profile for 'Lily Jones'. The profile includes a photo, a summary of 48 tickets, and sections for 'Summary', 'Contact Information', and 'Organization'. The 'Contact Information' section shows an email address: 'tesueruser14@test.com'. A context menu is open on the right, listing options: 'Add Title', 'Merge' (which is highlighted with a red arrow), 'Set Password', 'Reset Password', 'Disable', 'Delete', and 'Delete & Ban'. The 'Merge' option is the second item in the list.

Find the user you need to merge accounts with:

The screenshot shows the 'Merge Users' search interface. A search bar at the top contains the text 'ned'. Below the search bar, a list of users is shown, with 'Ned Sutherland (nedsuther@example.c...)' being the first result.

Then Merge the User you want to remove from the Tickets, into the other account.

Merge this user



Into this user

[Back](#)

ID	48
Name	Lily Jones
Summary	-
Email	tesueruser14@test.com
Phone number	-
Contact information	-
Organization	-
Position	-
Brand	221B Energy
Timezone	-

ID	16
Name	Ned Sutherland
Summary	-
Email	nedsuther@example.com
Phone number	-
Contact information	-
Organization	CA City Air Inc.
Position	CEO
Brand	221B Energy
Timezone	-

Merge user #48 into #16

Merge

Note

If you need to switch the direction of the merging, just select the arrows at the top of the menu.

Once the User profiles are merged you can remove the email account from the newly merged profile.

- タグ
- [Merging Users](#)
- [Ticket Handling](#)