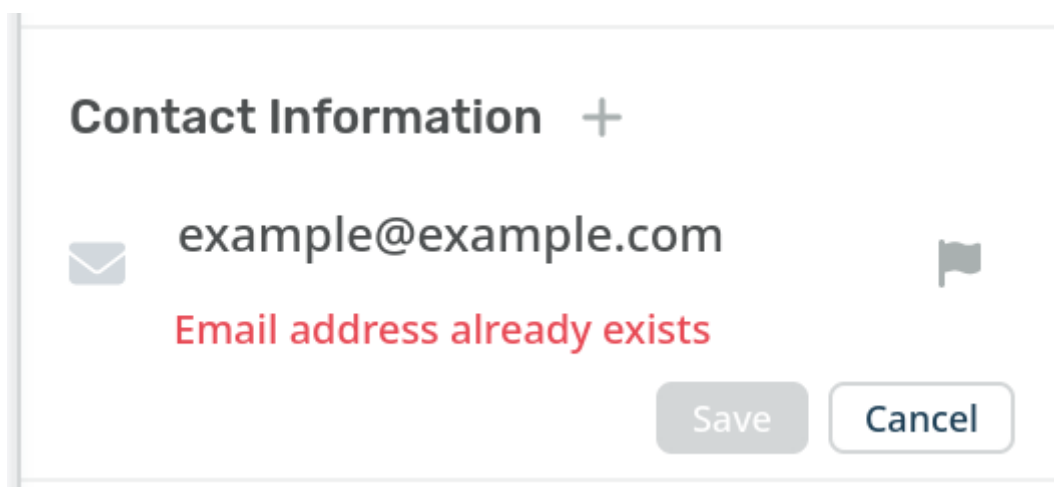


## I'm having trouble with an error: "Email address already exists"

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If you're trying to change an agent's email address in the admin interface and you get the error: "Email address already exists". This is because the Email Address is already associated with a User on the helpdesk.



The screenshot shows a form titled "Contact Information" with a plus sign. Below the title is an email address field containing "example@example.com" with an envelope icon on the left and a flag icon on the right. Below the email address, a red error message reads "Email address already exists". At the bottom right of the form, there are two buttons: "Save" (disabled) and "Cancel" (active).

You can use the Global Search app to locate the User profile from the email address.

If this is the email address that is associated with the individual who will be the new Deskpro Agent, you can convert the User into an Agent account, change the User's email address, or delete the User profile and then try and create the Agent Account again.

Warning

Deleting the User Profile will also delete all Tickets associated with that User.