

## How do I convert a normal user to an agent?

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### **Question:**

Someone I want to act as an agent in the helpdesk has been added as a user. How do I upgrade them to an agent account?

### **Answer:**

Simply use their email address to create an agent in the admin interface. Deskpro will make them an agent, while preserving any information you added about them while they were a user, any tickets they've created, etc.