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## 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.



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

Edit: Registered	id: 2
Information <b>Permissions</b> Departments	
Ticket Chat Help Center	
Ticket Permissions	Toggle All
Can use tickets	
Can re-open resolved tickets $ riangle$	
User can re-open resolved tickets after resolution, for up to	o 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.