

I'm having trouble with emails forwarded from certain accounts not showing up in the interface

Ben Henley - 2023-08-31 - Kommentarer (0) - Deskpro Legacy

Question:

When I forward emails from my personal account to the helpdesk, they are not turned into tickets. Other people can forward tickets fine.

Answer

Check the **Incoming Email Log** on **Admin > Emails > Email Accounts** for errors specific to your account.

Emails can be rejected because your personal email account is set up as a ticket account in the helpdesk. An account that can receive Deskpro tickets should not be used as an agent account. This is necessary to avoid email loops and other problems.

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forwarding