I'm having trouble with forwarding user emails to the helpdesk

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Deskpro can understand that an email from a user that is forwarded to the helpdesk by an agent should be made into a ticket for the original user.

If this is not working check the following:

1. Check that this feature is enabled: in **Admin > Channels > Email > Settings,** make sure the option **Smart-parse emails forwarded into the helpdesk by agents** is checked.

2. If this feature is enabled, check that when your agents forward an email, the subject line is changed so it's prefixed with something like FW: or FWD: at the beginning. Deskpro relies on this to detect forwarded emails.

You can change what prefixes Deskpro looks for in **Admin > Channels > Email > Settings.** Select **Use a custom Subject regular expression for detecting forwarded emails**. You have to enter the pattern to look for in PCRE regular expression syntax.