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# Why a ticket was not created from my email

Dan Sayer Claude - 2026-08-20 - [Commentaire \(1\)](#) - [Essai](#)

If you emailed the helpdesk and no ticket appeared, one of the following usually explains it.

## Common causes

- **The address was wrong.** Only mail sent to a registered helpdesk address is processed.
- **The message was over 35 MB**, including attachments, so it bounced.
- **The sender is blocked** by a filter or blocklist rule.
- **The message looked automated.** Mail with an auto-submitted header, such as out-of-office replies and bounce notifications, is ignored on purpose to avoid loops.

## What to do

Resend from a different address, or raise the ticket through the Help Center instead. If it keeps happening, an administrator can check the mailbox error log under Admin, then Channels, then Email.