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## How can I improve email previews for certain mobile email apps

[Using Deskpro](#) - (0) [تعليقات](#) - James Godwin - 2023-08-29

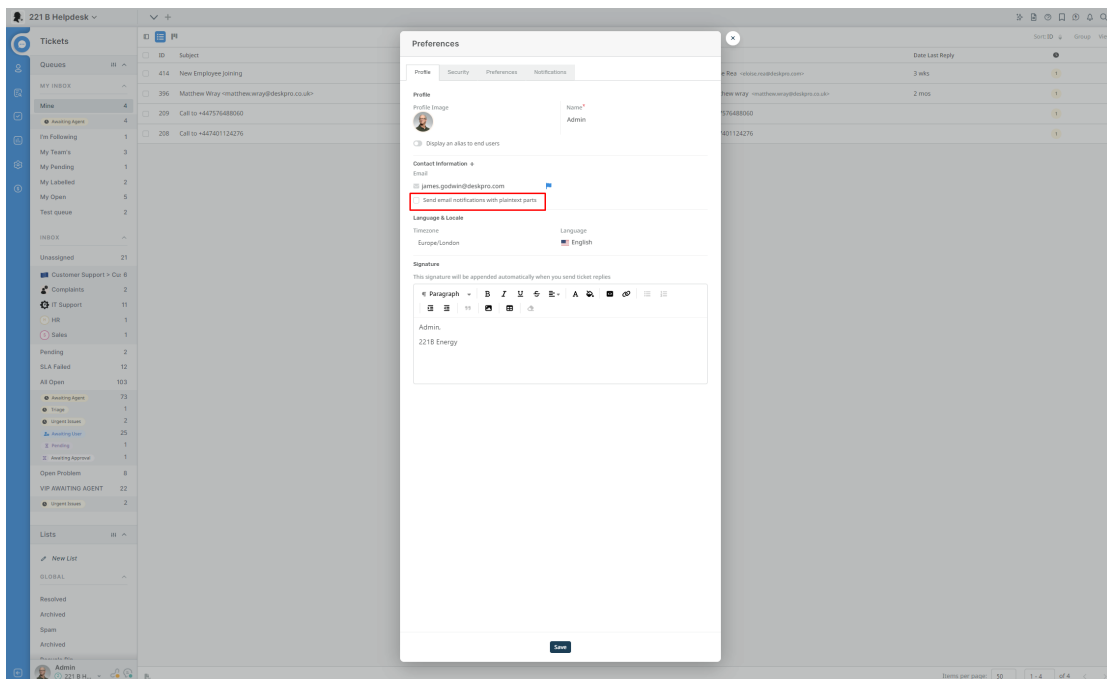
On most smartphone or tablet email apps, Deskpro email notifications have been tweaked to show a better preview, showing the text of the message rather than the REPLY ABOVE notice

.A few mobile email apps require you to change a setting before this works

:Known apps where this change is required

Aquamail on Android •

Go to your Agent Settings at the bottom of the Navigation Panel then select Agent Preferences. In this menu, **disable Send email notifications with plaintext parts** under your email address. This changes how notification emails are sent from that point on



:This is an example of what an email notification looks like in Aquamail before you make this change

☰ Inbox 5 🔍 ⋮

Today: Fri 24 July

**W Argent** 12:34 ☆  
[#1 NOTE] Re: User reports battery failure is  
=3D=3D=3DREPLY ABOVE [deskpro.com/go/reply] =3D

:and afterward

☰ Inbox 5 🔍 ⋮

Today: Fri 24 July

**W Argent** 12:33 ☆  
[#1 NOTE] Re: User reports battery failure is  
Could you give this customer a call on 555-120-844? Le