**D**

# How do I enable plain text ticket notification emails?

2023-08-16 - Ben Henley - [تعليقات (٠)](#) - [Agent](#)

**Question:**

I'm receiving HTML-only ticket notification emails from Deskpro, but I prefer plain text. How can I enable this?

**Answer:**

In the agent interface, go to **Preferences** under the agent avatar at the top right.

Under your email address, check **Send email notifications with plaintext parts**.