# I'm having trouble with the agent interface displaying old tickets and notifications

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If your agent gets the same tickets displayed everytime they log in, despite the tickets being resolved long ago or lots of old notifications remain, it is likely due to the way they are logging in to Deskpro.

If they are using a bookmark or link they have saved, the URLs can include specific instructions to load specific tickets, so just make sure they are not doing this and using a URL that ends /agent/.