

## I'm having trouble receiving notification emails when I create a ticket

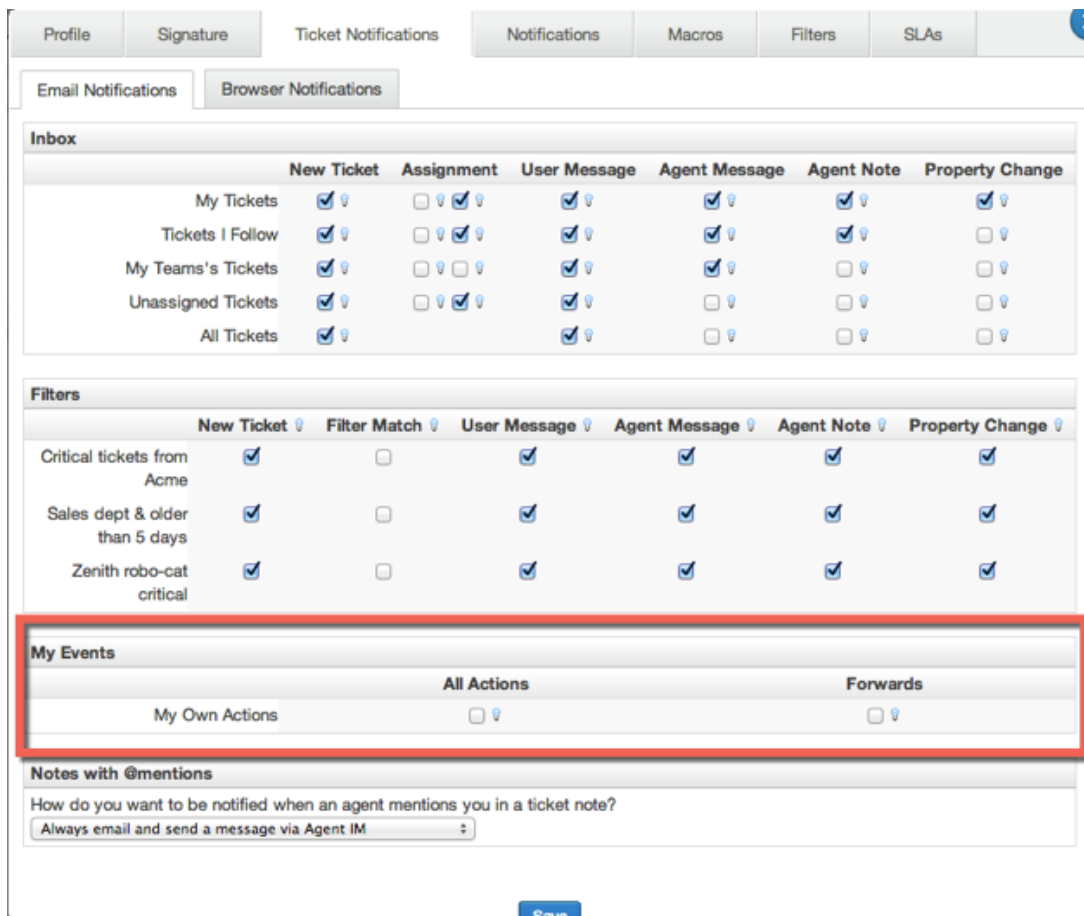
Ben Henley - 2023-08-31 - Σχόλια (0) - Deskpro Legacy

### Question:

I'm trying to test email notifications. I make myself a test ticket and I don't get an email. Other automatic emails seem to be working. What's wrong?

### Answer:

By default, you don't get notifications about your own actions on tickets, including creating them.



|                    | New Ticket                          | Assignment               | User Message                        | Agent Message                       | Agent Note                          | Property Change                     |
|--------------------|-------------------------------------|--------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| My Tickets         | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Tickets I Follow   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| My Teams's Tickets | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| Unassigned Tickets | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| All Tickets        | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |

|                                | New Ticket                          | Filter Match             | User Message                        | Agent Message                       | Agent Note                          | Property Change                     |
|--------------------------------|-------------------------------------|--------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| Critical tickets from Acme     | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Sales dept & older than 5 days | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Zenith robo-cat critical       | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

|                | All Actions              | Forwards                 |
|----------------|--------------------------|--------------------------|
| My Own Actions | <input type="checkbox"/> | <input type="checkbox"/> |

Notes with @mentions

How do you want to be notified when an agent mentions you in a ticket note?

Always email and send a message via Agent IM

Save

If you want to enable email notifications for your own actions, go to your **Preferences** at the top left of the agent interface, and change the **My Own Actions** settings under **Email Notifications**.

## Σχετικό περιεχόμενο

- [I'm having trouble with outgoing email](#)
- [How do I enable logging for outgoing email?](#)