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?How do I enable plain text ticket notification emails

Ben Henley - 2018-03-14 - Comment (1) - Using Deskpro

: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**