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## How do I enable plain text ticket notification emails?

Ben Henley - 2023-08-16 - Commenti (0) - 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  $\boldsymbol{Preferences}$  under the agent avatar at the top right.

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