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I'm not receiving notifications when I create a ticket

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The reason you aren't receiving email or browser notifications when you create a ticket, but you do receive them when other helpdesk actions occur is that by default notifications for your events are disabled.

You can enable them and receive email notifications for your events in the helpdesk. Go to **Agent Settings > Preferences > Notifications**, and under the **My Events** heading, toggle the switch for the notifications you want to receive for your actions in the helpdesk.

Preferences

Profile

Security

Preferences

Notifications

Desktop Notifications

You must allow notifications from this domain, in the browser itself.

Generate Test Notification

Tickets

Instant Messenger

Tasks

Help Center

CRM

My Account

My Events	Email	Alert
All My Actions	<div></div>	<div></div>
I Forward Email to Helpdesk	<div></div>	<div></div>

You can choose which type of notifications you receive Email, Alerts, or both for your events.

The options are:

- **All My Actions:** This will send notifications based on any of your actions in the helpdesk
 - **I Forward Email to Helpdesk:** This will send notifications when you forward emails to the helpdesk
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