

Bażi tal-għarfien > Deskpro Legacy > I'm having trouble receiving notification emails when I create a ticket

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

Ben Henley - 2023-08-31 - Comments (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	ଟ 🖌	0 🛛 🖓	ଟ 🖉	9	۵ 🕑	<b>S</b>
Tick	ets I Follow	<b>S</b>	🗆 V 🗹 V	<b>S</b>	<b>I</b> 🛛	<b>I</b>	
My Team	s's Tickets	ଟ୍ 😨	000	🕑 ତ	9		8
Unassigned Tickets		<b>S</b>	🗆 V 🗹 V	<b>S</b>			
	All Tickets	ଟ ବ		ତ 🕑	0	0	
ilters							
	New Ticke	t 🕅 Filter M	atch 🕅 User	Message 🕅 Age	nt Message 🕴 🛛 Aç	gent Note 🕅	Property Change
Critical tickets from Acme	2	6	)	۲	۲	2	۲
Sales dept & older than 5 days	۷	6	)	۷	۷	۷	۷
Zenith robo-cat critical	۷	C	)	2	2	2	۷
ly Events							
A II A			All Actic	ons	Forwards		
My Own Actions				- V			

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**.

Kontenut Relatat

- I'm having trouble with outgoing email
- How do I enable logging for outgoing email?