How to update your Deskpro profile and notification settings

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Overview

Keep your Deskpro profile up-to-date to ensure you receive important notifications and your colleagues can easily contact you when needed.

Updating Your Profile Information

Accessing Your Profile

1. Log into your Deskpro account
2. Click on your profile picture or name in the top-right corner
3. Select "My Profile" from the dropdown menu

Profile Fields You Can Update

- **Display Name:** How your name appears to other users
- **Job Title:** Your current position
- **Department:** Your organizational department
- **Phone Number:** Direct contact number
- **Mobile Phone:** Cell phone for urgent notifications
- **Office Location:** Building and room number
- **Time Zone:** Ensures timestamps display correctly
- **Profile Picture:** Upload a professional photo (max 2MB, JPG/PNG)

Saving Changes

1. Make your desired changes in the profile form
2. Click "Save Profile" at the bottom of the page
3. You'll see a confirmation message when changes are saved

Managing Notification Settings

Email Notifications

Navigate to the "Notifications" tab in your profile to configure:

Ticket Notifications:

- New tickets assigned to you
- Updates on tickets you're watching
- Tickets approaching SLA deadlines
- Customer responses to your tickets

System Notifications:

- System maintenance announcements
- New knowledge base articles in your departments
- Weekly ticket summary reports

Frequency Options:

- Immediate: Real-time email notifications
- Digest: Daily summary at 9 AM
- Weekly: Summary every Monday
- Disabled: No email notifications

In-App Notifications

Control which notifications appear in your Deskpro dashboard:

- Desktop browser notifications (requires permission)
- Sound alerts for urgent tickets
- Pop-up notifications for high-priority items

Mobile App Settings

If using the Deskpro mobile app:

1. Open the mobile app settings
2. Navigate to "Push Notifications"

3. Toggle notifications for:
    - New ticket assignments
    - Urgent priority tickets
    - Customer responses
    - SLA breach warnings

Department and Team Settings

Joining Teams

1. Go to "Team Memberships" in your profile
2. Request to join available teams relevant to your role
3. Team leads will approve or deny requests
4. You'll receive notifications for team-assigned tickets

Setting Availability Status

- **Available:** Normal working status
- **Busy:** Avoid new assignments except urgent tickets
- **Away:** Temporarily unavailable (tickets reassigned)
- **Do Not Disturb:** No new assignments or non-critical notifications

Privacy Settings

Visibility Options

Control who can see your profile information:

- **Public:** All Deskpro users can view
- **Department Only:** Limited to your department members
- **Private:** Only visible to administrators

Contact Preferences

Set how colleagues can reach you:

- Allow direct messages through Deskpro
- Display phone numbers to other users

- Show online/offline status
- Enable calendar integration for availability

Troubleshooting Common Issues

Can't upload profile picture?

- Ensure image is under 2MB
- Use JPG, PNG, or GIF format
- Clear browser cache and try again

Not receiving email notifications?

- Check spam/junk folders
- Verify email address is correct in profile
- Contact IT to whitelist deskpro.com domain

Changes not saving?

- Ensure all required fields are completed
- Check internet connection
- Try refreshing the page and re-entering changes

Need Help?

If you encounter issues updating your profile or notification settings, please submit a ticket to IT Support or contact the help desk at extension 4357.