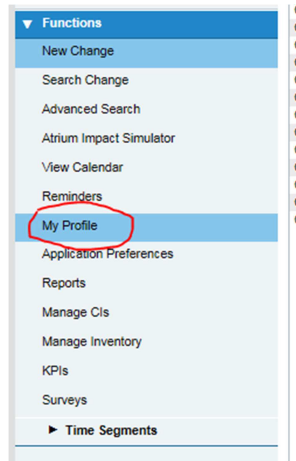


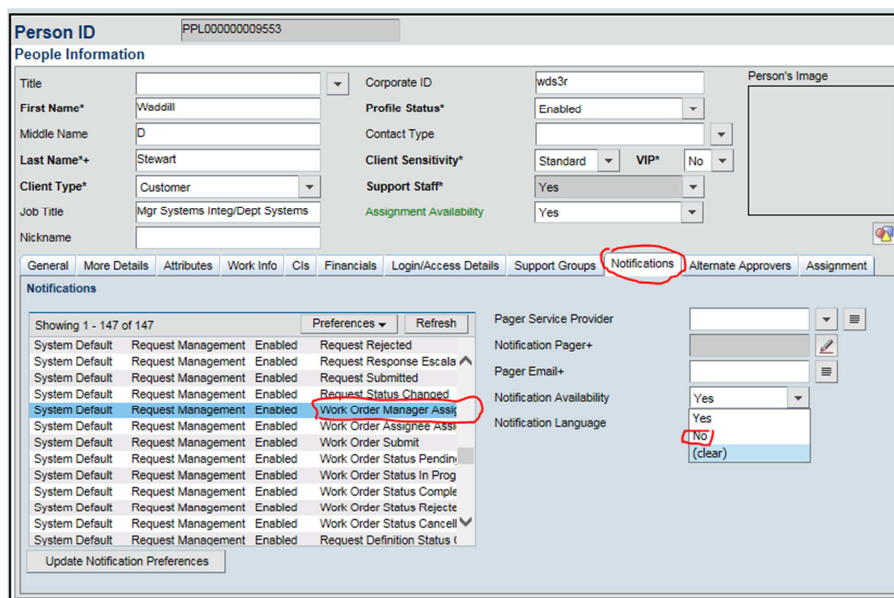
How to Disable ITSM Work Order 'Manager Assigned' Emails in your Profile

By default ITSM notifies both the Assignee (if one is selected) and the Support Group Manager when a new Work Order is created. The Support Group Manager can turn off their email notification if they do not wish to be notified by following these steps:

1. Select 'My Profile' from either the Overview or Change Console



2. Select the 'Notifications' tab on your 'People' record form

A screenshot of the 'Person ID' record form for 'PPL00000009553'. The 'Notifications' tab is selected and circled in red. The form shows various fields for personal information and a table of notification preferences. The 'Work Order Manager Assign' notification is highlighted with a red circle, and its 'Notification Availability' dropdown is set to 'No' (also circled in red).

System Default	Request Management	Enabled	Request Rejected
System Default	Request Management	Enabled	Request Response Escala
System Default	Request Management	Enabled	Request Submitted
System Default	Request Management	Enabled	Request Status Changed
System Default	Request Management	Enabled	Work Order Manager Assign
System Default	Request Management	Enabled	Work Order Assigne Ass
System Default	Request Management	Enabled	Work Order Submit
System Default	Request Management	Enabled	Work Order Status Pendin
System Default	Request Management	Enabled	Work Order Status In Prog
System Default	Request Management	Enabled	Work Order Status Comple
System Default	Request Management	Enabled	Work Order Status Rejecte
System Default	Request Management	Enabled	Work Order Status Cancell
System Default	Request Management	Enabled	Request Definition Status t

3. Scroll down the list of Notifications, select 'Work Order Manager Assignment' and change the 'Notification Availability' dropdown from Yes to No to stop receiving this notification.
4. Click Save to save your change.