

# Preferences

The Super Admin or Admin can use the *Preferences* section to set how the technician console will open in the browser when a new session is initiated. You can also enable or disable the notification that the technician receives when a customer joins a session or if any changes are made in the user management section, and set the time zone.

## To manage the technician console

- Go to **Settings** and then **Preferences**.
- Use the toggle next to Open Console in to set whether the console opens in the browser.



## To manage notifications

• Go to **Settings** and then **Preferences**.



## To receive a notification when there is a change in the User Management section

• Click on the checkbox next to *Notify me of user management alerts* to enable notifications if a technician is added or removed, the role of a technician is changed, or any other changes are made in the user management section.

20110 Lens		La All Departments 💄
Reports File Settings	C Search ORGANIZATION Manage Technicians Departments Rebranding Subscription CENERAL	Manage Preferences Open HTML5 console in New Tab New Window  New Yold New Online on technician management alerts.  Show a decktop notification when a customer joins a session  Mice and the constraint on source of the constraint of the constraint of the constraint on source of the constraint on the constrain
	Preferences Email Templates Email Configuration Session Recording Contacts SECURTY & COMPLIANCE Privacy Settings Action Log Viewer Data Cleanup	Locale Settings Time Zone (GMT 5:30) India Standard Time (Asla Kolikota)

## To get a desktop notification when a customer joins a session:

• Click on the checkbox next to *Show a desktop notification when a customer joins a session* to get a desktop notification when a customer joins the session.

## To mute the notification sound:

• Click on the check box next to *Mute notification sounds* to mute the notification sounds.

## To update the local time zone:

• Go to **Settings** and then **Preferences**. Use the dropdown next to *Time Zone* to update the local time zone.

