

# Help & Troubleshooting — Notifications

July 31, 2026

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### Notifications

| Symptom                                                                                                | Likely cause                                                                                     | Fix                                                                                                                                             |
|--------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| You need to retain a document but have not added it to the notification.                               | The attachment action has not been used.                                                         | Select <b>Attach</b> , then add the required document in <b>files[]</b> before selecting <b>Ok</b> .                                            |
| You are not ready to acknowledge the notification.                                                     | Supporting information or a required file is still missing.                                      | Do not select <b>Ok</b> . Complete the review or attach the required file first.                                                                |
| You need to handle a ticket-related item but cannot identify additional ticket details on this screen. | The Notifications screen provides <b>Tickets</b> but does not display ticket fields or guidance. | Select <b>Tickets</b> only according to your organisation's established process; do not assume a ticket status or action that is not displayed. |
| You need to return to the general notification view.                                                   | You are working in a specific notification context.                                              | Use <b>all</b> to return to the complete available notification view.                                                                           |

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