

# How to Notify Incident Staff when Action History Updated

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I am trying to build notifications so the user set in the "Staff" field on the Incident template under "Assignment Details" gets notified whenever an email reply comes in from a client user or if a new note is added to the ticket.

The emails are working however, I can't figure out how to make this so only the assigned staff member gets notified.

In the email alert, there is a section for this and I have tried setting it up for Incident Owner, or if you select Related User in the Search Section by Recipient Type, I selected "Staff ID" from that list. If I select Staff ID, it sends the notification back to the person who entered the note or email. If I set it to Incident Owner, it sends the notification to every member of the assigned queue.