

# Got It: Not informed when user is granted "Expert"

If we receive a ticket where user informs that no email or alert was received when the user was assigned as expert then we should try the following:

Reference ticket: <https://sbs-support.solvay.com/helpdesk/tickets/2591594>

1. Change the Idea status back to Open Discussion.
2. Remove the previous assigned expert.
3. Provide the Idea Category.
4. Save the Idea.
5. Update the status back to Expert Analysis.