

# Notifications Formatted Incorrectly in Microsoft Outlook

## Problem

Helix ALM notifications are formatted incorrectly in Microsoft Outlook plain text emails. Hard returns entered in the email template are not displayed in the email.

## Cause

By default, Microsoft Outlook's AutoClean feature removes hard returns in plain text emails.

## Solution

Disable the AutoClean feature in Microsoft Outlook.

1. Choose Tools > Options.
2. Click Email Options.
3. Clear the 'Remove extra line breaks in plain text messages' option.
4. Click OK.

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