

## ?How can Users View and Manage Tickets on the Help Center

Karsten Lloyd - 2023-08-17 - Comment (1) - End-Users

Registered Users can log into the **Help Center** to view and respond to any tickets they have raised. To access their tickets, they can click on **My Tickets** from their user **:dropdown** in the top right, highlighted in red below



:The tickets will be split into 3 sections

**You need to respond** - Tickets that are awaiting a response from the **user**. There .1  
.is also an alert above the table regarding tickets the user needs to respond to

**.We will respond** - Tickets that are awaiting a response from the **agent** .2

**.(Resolved** - Tickets that have been closed (either by the agent **or** user .3



The user can click on any of the tickets to view the full history of the ticket

