



[Help Center](#) > [Community](#) > [Suggestion](#) > [When opening a ticket, make the view jump to the top of the last message](#)

When opening a ticket, make the view jump to the top of the last message Collecting Feedback

- Darren Banfi
- **Forum name:** #Suggestion

When opening a ticket in Horizon it jumps to the bottom of the last message instead of the top.<br />

If these are really large email threads - it's hard to find the top of the message to see there response.

So you have to scroll up to see the find the last message reply.

the older system done a better job of cutting off the email thread so you always seen this message first without the need for scrolling up to find the details.