

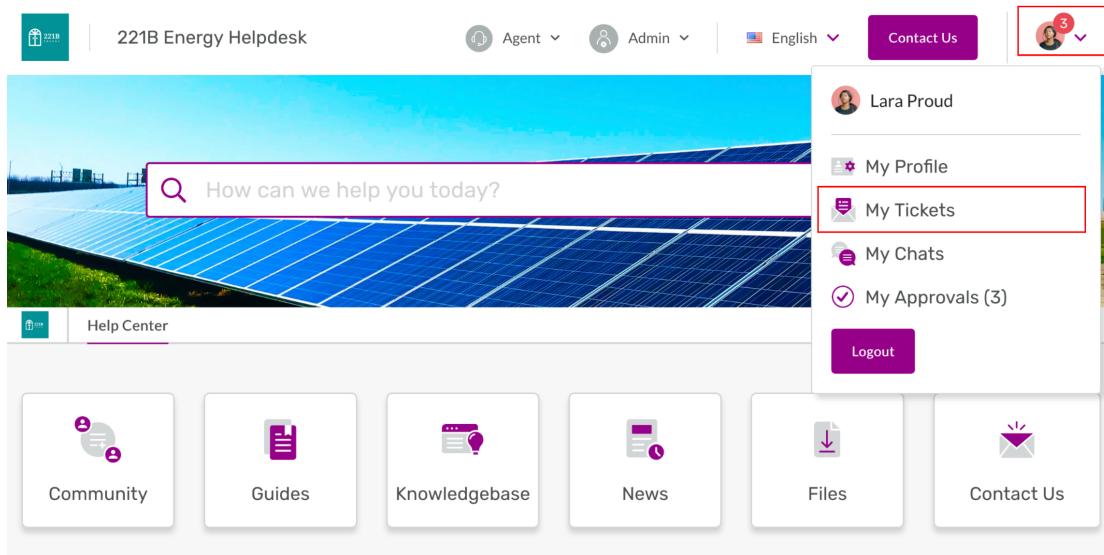


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How can Users View and Manage Tickets on the Help Center?

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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:

1. **You need to respond** - Tickets that are awaiting a response from the **user**. There is also an alert above the table regarding tickets the user needs to respond to.
2. **We will respond** - Tickets that are awaiting a response from the **agent**.
3. **Resolved** - Tickets that have been closed (either by the agent **or** user).

The dashboard displays a summary of tickets:

- You need to respond:** 1 ticket (DQSA-8519-OUAO)
- We will respond:** 1 ticket (RSCT-5588-HGUJ)
- Resolved:** 1 ticket (MPLJ-7437-TZYK)

Each ticket row includes columns for Reference, Subject, Department, Date Created, and Last Action.

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

Ticket Details: I need a copy of my latest energy statement

History:

- You (8 months ago): Hi,
Can you please send me a copy of my latest energy statement? I can't find the statement in my account.
Thanks,
Lara
- Hannah Scott (32 seconds ago): Good afternoon,
I have attached a copy of your latest statement, please let me know if you have any more questions.
Thanks,
Lara
- Lara Proud (1 second ago): marked this ticket: Resolved this ticket

Attachments: statement-202... (214.63 KB)

Ticket Status: Resolved

Created: Fri, 4th Nov 2022 2:38pm

Reference: MPLJ-7437-TZYK

Assigned agent: Hannah Scott

CCs: Matthew (test@example.com)

Attachments: statement-202... (214.63 KB)

Ticket Properties:

- Department: Internal IT Support
- Request type: -