

Knowledgebase > Using Deskpro > End-Users > How can Users View and Manage Tickets on the Help Center?

How can Users View and Manage Tickets on the Help Center? Karsten Lloyd - 2023-08-17 - Comments (0) - 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:

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.

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- 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).

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

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