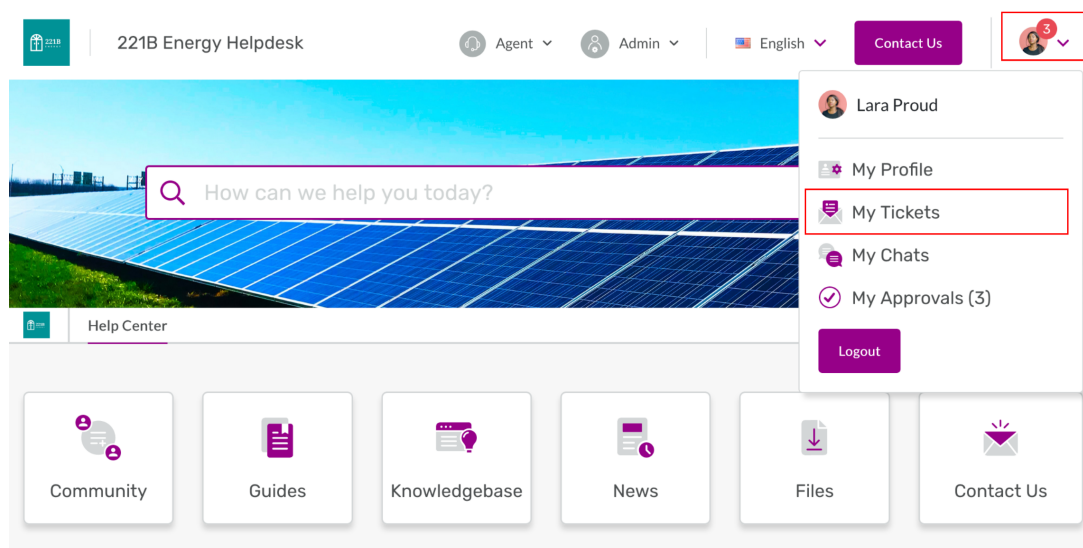


## How can Users View and Manage Tickets on the Help Center?

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.
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).

Help Center > My Tickets

**1** You have one ticket to respond to.

### My Tickets

Submit a ticket

- My Tickets (1)
- My Chats
- My Approvals (3)

**1** You need to respond

Search Tickets

Reference	Subject ↓	Department ↓	Date Created ↓	Last Action ↓
DQSA-8519-OUAO	This is a follow up for ...	Internal IT Support	Fri, 8th Apr 2022 2:5...	2 seconds ago

**1** We will respond

Reference	Subject ↓	Department ↓	Date Created ↓	Last Action ↓
R SCT-5588-HGUJ	Forwarding a Ticket T...	Complaints	Mon, 6th Feb 2023 3:...	5 months ago

**1** Resolved

Reference	Subject ↓	Department ↓	Date Created ↓	Last Action ↓
MPLJ-7437-TZYK	I need a copy of my lat...	Internal IT Support	Fri, 4th Nov 2022 2:3...	8 months ago

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

**I need a copy of my latest energy statement** Ticket resolved

**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



Attachments

[statement-2023-07.pdf \(214.63 KB\)](#) ↓

**Lara Proud** marked this ticket: Resolved this ticket 1 second ago

[Reopen Ticket](#) [Create a new ticket](#)

**Ticket Status**

Resolved

**Created**

Fri, 4th Nov 2022 2:38pm

**Reference**

MPLJ-7437-TZYK

**Assigned agent**

Hannah Scott

**CCs 1**

Matthew  
test@example.com

**Attachments**

[statement-202... \(214.63 KB\)](#) ↓

**Ticket Properties**

Department

Internal IT Support

Request type

-