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