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

Karsten Lloyd - 2023-08-17 - [Komentarjev (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:
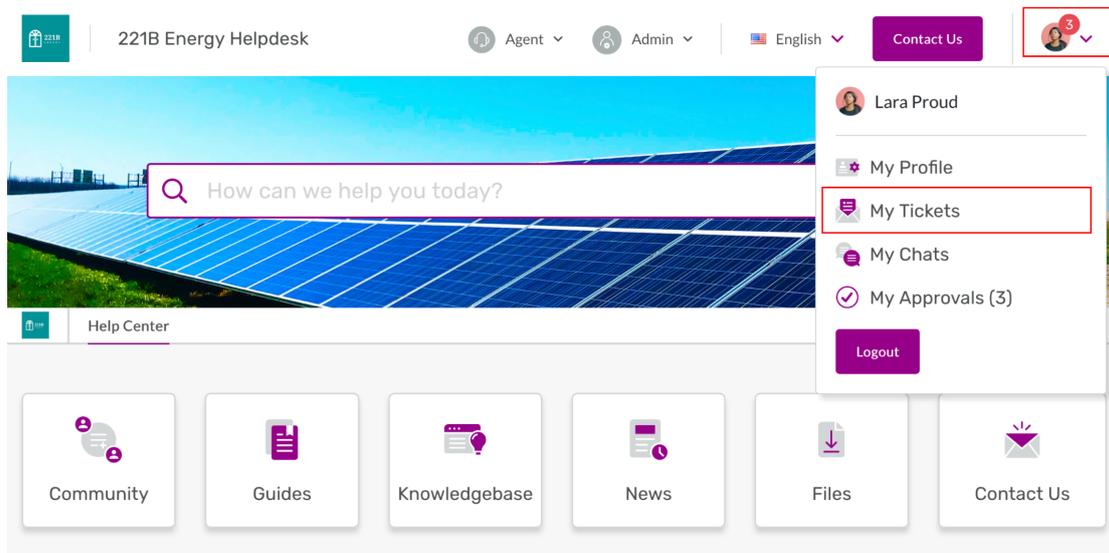
The tickets will be split into 3 sections:

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).

✉ 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 ↓
● RSCT-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

[221B ENERGY]

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   CC +
Ⓜ Matthew
test@example.com

Attachments

statement-202… (214.63 KB) ⬇

Ticket Properties

Department
Internal IT Support

Request type
-