

Kiến thức cơ bản > 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.
- 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

