

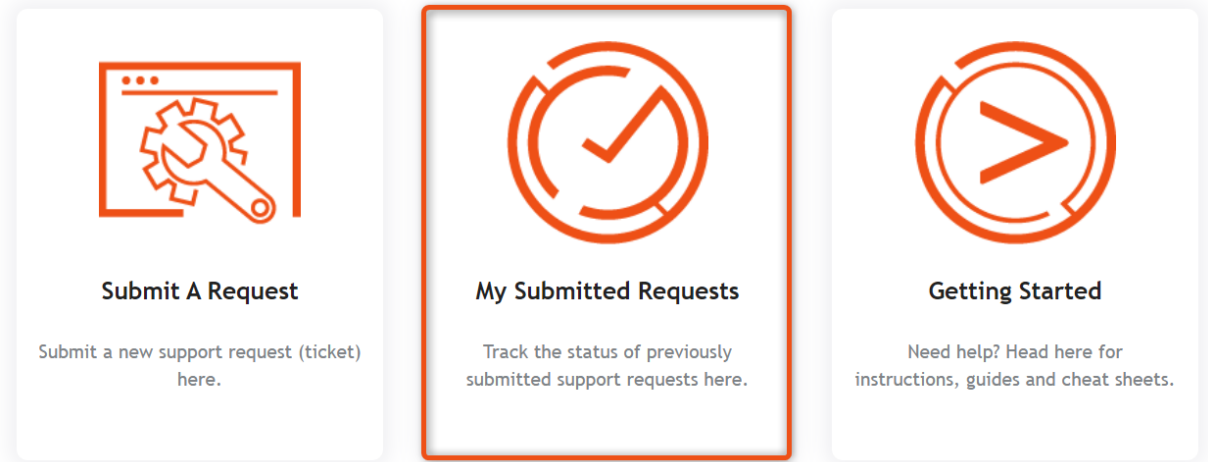
Creating a follow-up to a solved request

IMPORTANT: You can submit a comment to a request for 96 hours after it was marked as solved and the ticket will be reopened automatically.

If more than 96 hours passed since the ticket was marked as solved, you can reopen it by creating a follow-up ticket.

To create a follow-up to a solved request

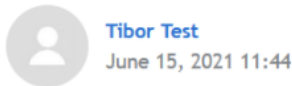
1. Click on the **My Submitted Requests** button from the Support Portal Home Page



The image shows three navigation cards from a support portal. The first card, 'Submit A Request', features a gear and wrench icon and the text 'Submit a new support request (ticket) here.' The second card, 'My Submitted Requests', is highlighted with a red border, features a circular refresh icon with a checkmark, and the text 'Track the status of previously submitted support requests here.' The third card, 'Getting Started', features a circular arrow icon with a right-pointing chevron and the text 'Need help? Head here for instructions, guides and cheat sheets.'

** By default, the My Submitted Requests page displays all requests that you have submitted

2. Click the **Subject** of a solved request to open it
Tip: If you have a long list of requests, filter the view by selecting Solved from the Status menu
3. Click the link "create a follow-up" on the lower side of the request to create a follow-up request



Tibor Test
June 15, 2021 11:44

Testing notification

This request is closed for comments. You can [create a follow-up.](#)

4. Complete the follow-up request and click **Submit**