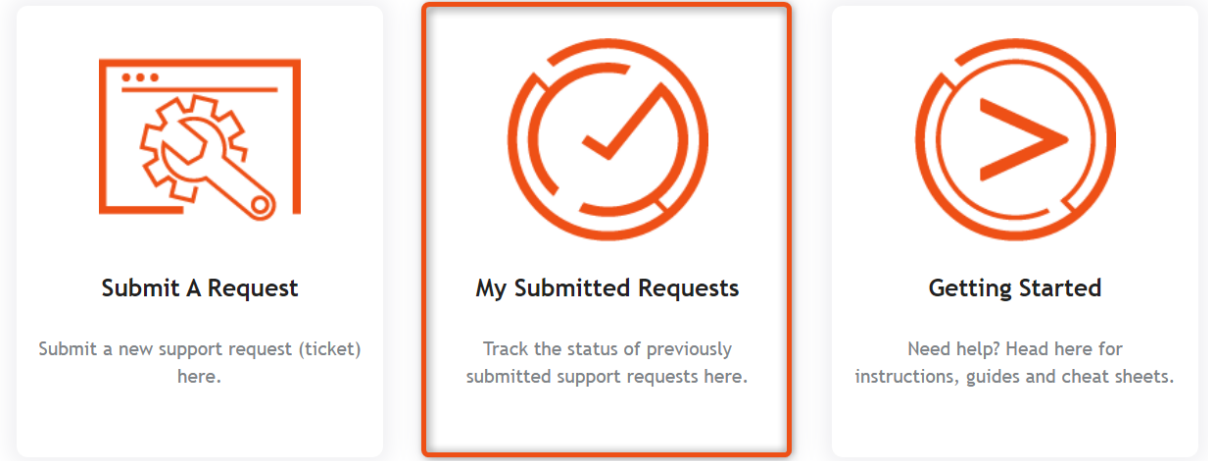


Tracking your organization's support requests

INFORMATION: As an end-user you can be a member of one organization or multiple organizations. If you have the required permissions you can see tickets for all members of that organization.

To track your organization's support requests

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



The image shows three white cards with orange icons and text. The first card, 'Submit A Request', has a gear and wrench icon and says 'Submit a new support request (ticket) here.' The second card, 'My Submitted Requests', has a circular arrow with a checkmark icon and says 'Track the status of previously submitted support requests here.' This card is highlighted with a red border. The third card, 'Getting Started', has a circular arrow with a right-pointing chevron icon and says '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 **Organization Requests** link on the **My Submitted Requests** page to see all the requests in your organizations

My requests • **Requests I'm CC'd on** • **Organization requests**

**The link appears only if you have the proper permissions to see you organization's requests