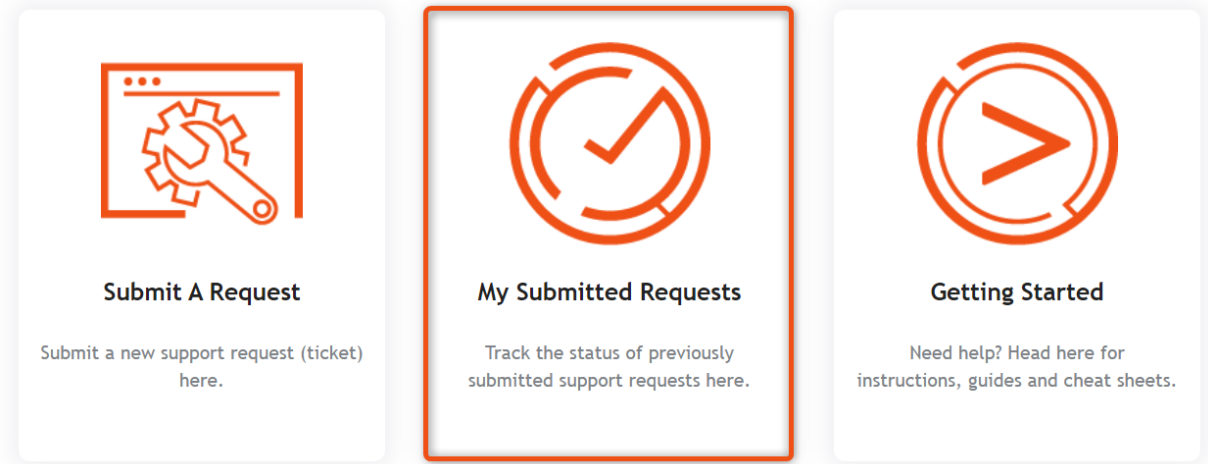


# Tracking your support requests

## To track your support requests:

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



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

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

ID	SUBJECT	CREATED	LAST ACTIVITY ▲	STATUS
495	Testing Accounts View if Escalated	25 days ago	3 days ago	Solved
509	Testing notification	7 days ago	3 days ago	Solved
510	Testing notifications again	7 days ago	3 days ago	Solved
511	Testing notifications	7 days ago	3 days ago	Solved
443	Testing Auto-ticket Closure	1 month ago	4 days ago	Solved
512	Testing notifications again	7 days ago	4 days ago	Awaiting your reply
508	Testing	8 days ago	6 days ago	Open

2. To filter your requests by status, select a request status from the **Status** menu:
  - **Open** is a Request that's been assigned to an agent who is working to resolve it
  - **Awaiting your reply** is a Request that's been assigned to an agent, but the agent is waiting for more information from you before resolving it
  - **Solved** is displayed when work on the request is complete
3. To search your requests, enter a search term in the **Search Requests** box
4. To see details about a request, click the request **subject**

\*\*You can use **ticket property keywords** in your search, if you'd like

If you belong to multiple organizations, you can change the organization for a support request when you view details for that request.

Request #500

# Testing tickets



Tibor Test  
June 07, 2021 14:42

Testing tickets



CC Add emails

Add file or drop files here

Submit

Tibor Test submitted this request

Organization

Otava

Otava

Tibor Testing

Priority

Normal

Issue Type

Backups

System Issues

Maintenance and Upgrades

Network Issues

Bandwidth

Backup Issues

Add/Change/Remove

Submit a request