

View and Respond to Tickets

When a ticket is being resolved, there will be communication back and forth. The support team may require clarification or answers to questions regarding your issue. The ticket will be put into a pending status while Support waits for your response.

1. [Navigate to the SRS Tool](#) .
2. Select the ID or Subject for any item in the SRS Tool List to view details or respond to the ticket.

| ID | Subject |
|-------|---|
| 16277 | Accounts Generated within Date Range Report |
| 11436 | Unable to delete any campuses. |

3. You can also view a ticket by entering the ticket's ID number into the SRS ID# field and then selecting **Open**.

Quick Link to Your SRS
SRS ID#: **Open**

4. Enter your response into the **Enter Additional Notes** field.

Enter Additional Notes:

Attach a File:

Choose File No file chosen

Clear Notes

Update Support Ticket

5. Optionally attach a file, such as a detailed screenshot of an encountered issue to help the support team when solving your issue.

6. Select **Update Support Ticket**.
7. Optionally use filtering options to view specific tickets.
 - a. Select the **Filter tab** and populate any of the filter fields available.
 - b. Select the **Filter button** at the bottom of the available filter fields. The filtered results will show in the SRS Tool List.
8. Optionally export the ticket list to a CSV file. Select the CSV option after **Export As** at the top of the page.