

# 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#:

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

Enter Additional Notes:

Attach a File:

No file chosen

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. Optionlly 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.