

Changing Tickets Statuses

Steps

From the Support Manager Page

- Check the tickets you would like update, using the checkboxes running down the left of the ticket list.
- Select the appropriate status from the 'Update Selected' menu, using the 'Change To' option from the dropdown box at the center-bottom part of the page.
- Click the arrow icon to submit the changes.

From the Ticket Response Page

- Click the "Change to" dropdown menu in the upper-right corner of the page
- Change the ticket's status. The status of the ticket will automatically update to reflect your change.

Ticket Status Indicators

Open	The normal operating mode for a ticket representing an open, active support issue.
On Hold	Used to mark a support issue that is not resolved, but is not considered active. If a client responds to a On Hold ticket, it will change to the Open status.
Closed	Use to mark a completed support issue. If a client responds to a closed ticket, it will change to the Open status.
Deleted	This ticket is sent to the "Trash Bin". If a client responds to a Deleted ticket, it will change to the Open status.

Note: Deleted tickets can be permanently removed from the system from the *Manage Departments* section of *Settings*.

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