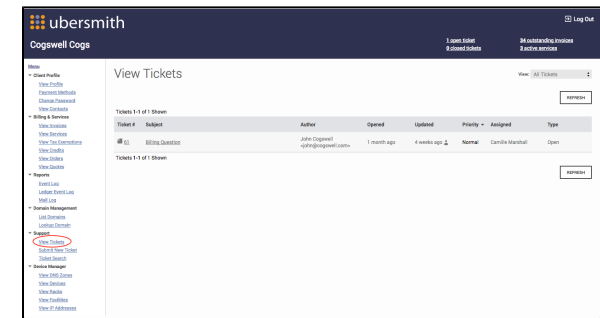


Managing Support from the Client Portal

Support provides your clients access to support-related activities. They can view, submit, and search for their tickets enabling two-way communication.

View Tickets

Clicking **View Tickets** opens the *View Tickets* page. Based on the selected view criteria, either, open/on hold, closed, or all tickets will display. From this page, your clients can access the details of any ticket.



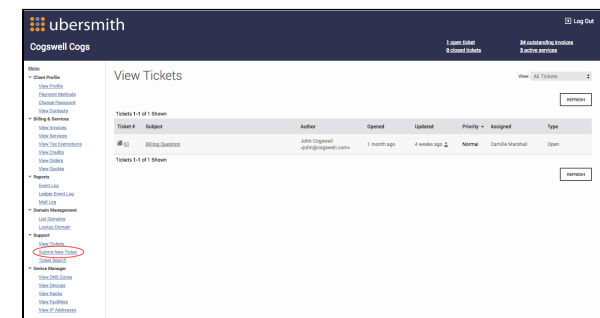
On this page:

On this page:

- [View Tickets](#)
- [Submit New Ticket](#)
- [Ticket Search](#)
- [Related Topics](#)

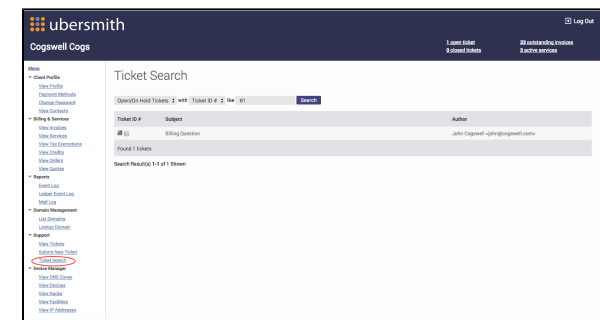
Submit New Ticket

Clicking **Submit New Ticket** opens the *Submit Support Ticket* page from which your clients can create and submit support tickets.



Ticket Search

Clicking **Ticket Search** opens the *Ticket Search* window. The *Ticket Search* window enables your clients to search for any previously submitted ticket. Search criteria is available for them to narrow their results.



Related Topics

[Client Portal](#)