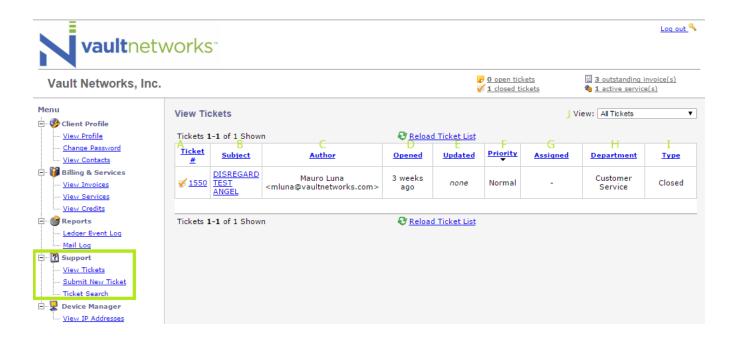
View Tickets

This section will assist you with the View Tickets section of our portal:



- A Ticket # This section will list your ticket number
- B Subject This will include the subject of the ticket
- C Author This will show the Author of the ticket. Note that Vault Networks employees may create tickets on your behalf at times.
- D Opened Shows the time frame that the ticket was opened.
- E Updated Shows the date of the last update to the ticket
- F Priority Shows Priority level assigned to the ticket
- G Assigned Shows Vault Networks staff member (if any) assigned to the ticket
- H Department Shows the department the ticket is tied to
- I Type Shows whether ticket is Open, Closed, or in Progress



If a ticket is closed, this means that no more updates will occur on the ticket in question. If you are still experiencing an issue, please open a new ticket and refer to the ticket number of the old ticket

J - View: Allows you to view all tickets. View can be modified to show open tickets, closed tickets, and all tickets (combining open and closed).