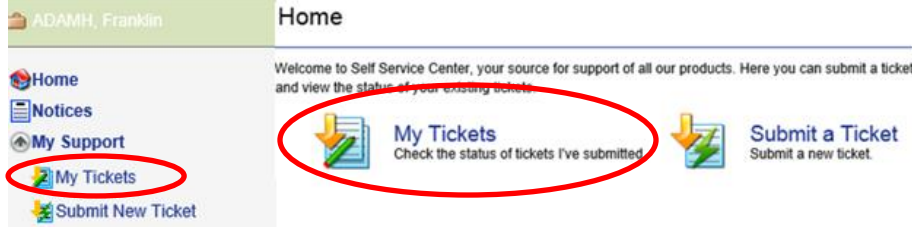


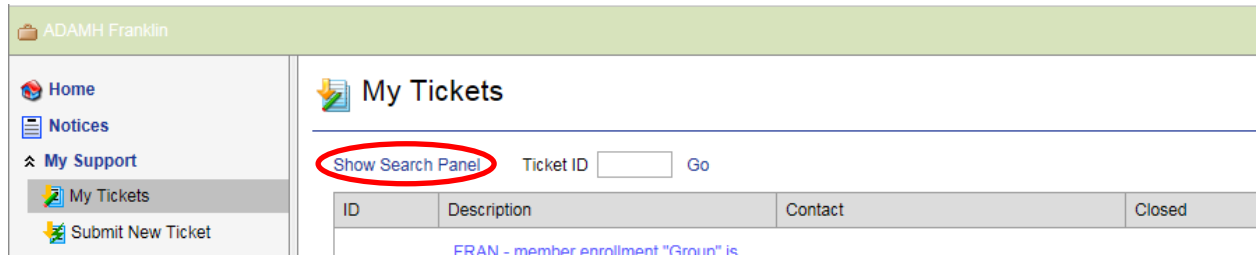
**Description:** This document will show you how to view closed tickets in the 3C Hotline.

**Instructions:**

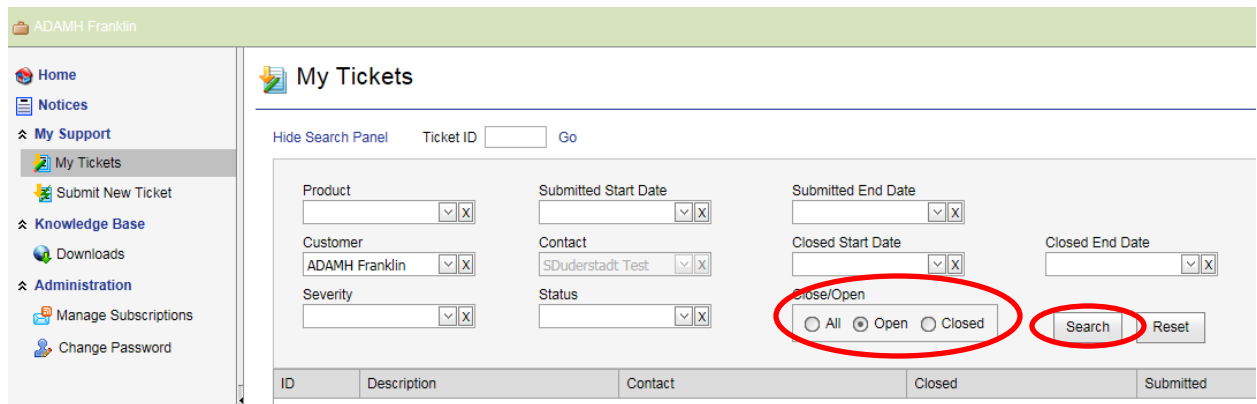
1. Log into the Self Service Center ( <https://tracker.phaseware.com/3CHelpdesk/> )
2. Click on “My Tickets” to open the ticket summary page.



3. Click on “Show Search Panel”



4. In the Search criteria section, select “Closed” to show only the closed tickets, or “All” to show open and closed tickets. Then Click the **Search** Button.



You will now see your closed tickets. You can click on the ticket to see any notes attached in the Journal Log.

5. To reopen a ticket, click on the **Reopen** button and enter the reason for reopening when prompted.

