

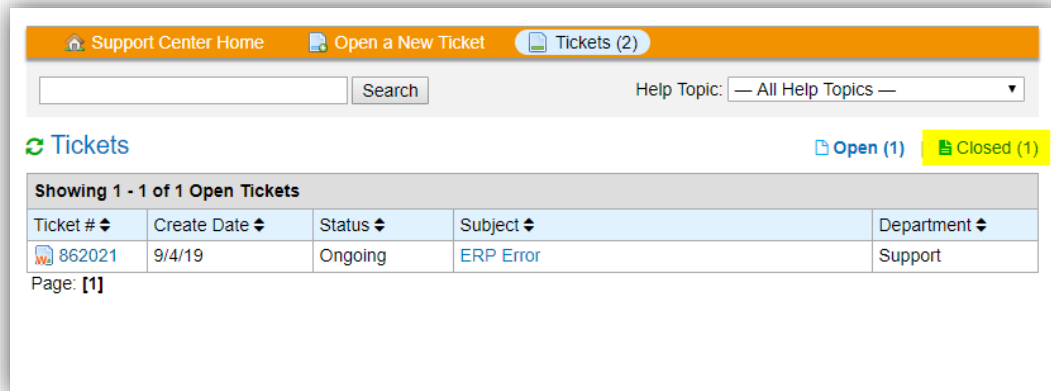
## Title: How to Reopen a Ticket

Prepared By: ERP team ([erp-support@raffles.education](mailto:erp-support@raffles.education))

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The ticket can be reopened after the it is closed by the ERP team. This is done when users feel that the ticket is not resolved yet.

1. Click Closed ticket icon.

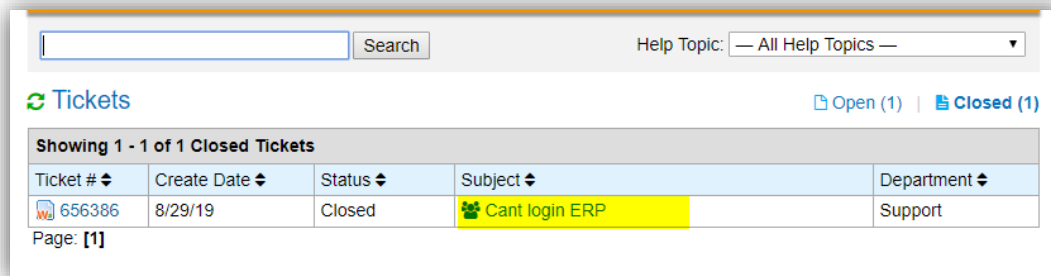


The screenshot shows the 'Tickets' page in a support center. At the top, there are navigation links: 'Support Center Home', 'Open a New Ticket', and 'Tickets (2)'. Below these is a search bar and a 'Help Topic' dropdown menu set to 'All Help Topics'. The main heading is 'Tickets' with sub-counts for 'Open (1)' and 'Closed (1)'. A table titled 'Showing 1 - 1 of 1 Open Tickets' contains one entry:

Ticket #	Create Date	Status	Subject	Department
862021	9/4/19	Ongoing	ERP Error	Support

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2. Select ticket that need to be reopened.

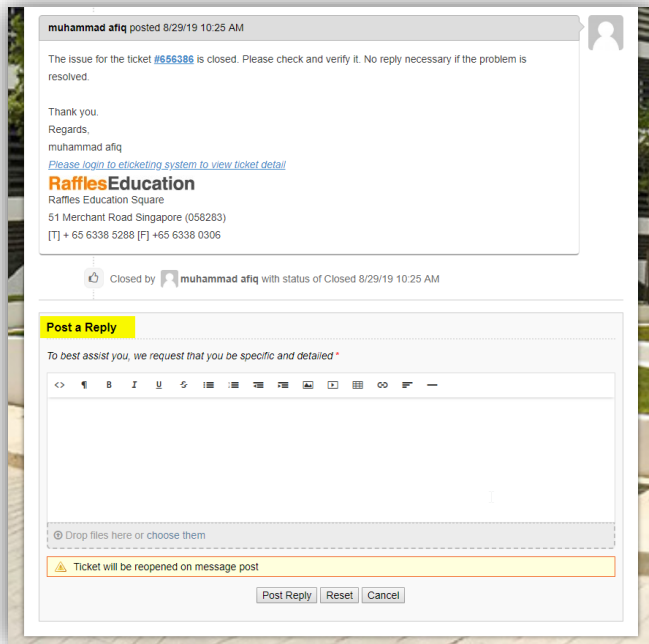


The screenshot shows the 'Tickets' page with the 'Closed (1)' filter selected. The table titled 'Showing 1 - 1 of 1 Closed Tickets' contains one entry:

Ticket #	Create Date	Status	Subject	Department
656386	8/29/19	Closed	Cant login ERP	Support

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3. Scroll down and filled in 'Post Reply'.



4. Click 'Post Reply' Button

