# Title: How to Respond to a Ticket

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Every time an update/communication in a ticket happens (done by either ERP team or user), an auto email will be sent to the Requestor's email for update.

There are 2 ways to check the ticket details from this email.

1. The first link will redirect you to the ticket detail. Refer screenshot below.
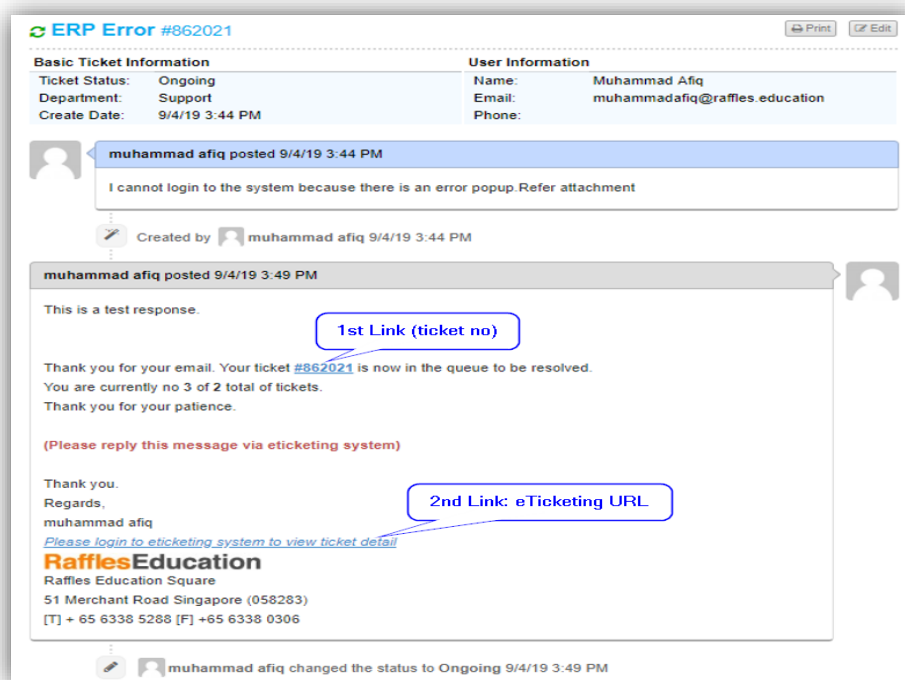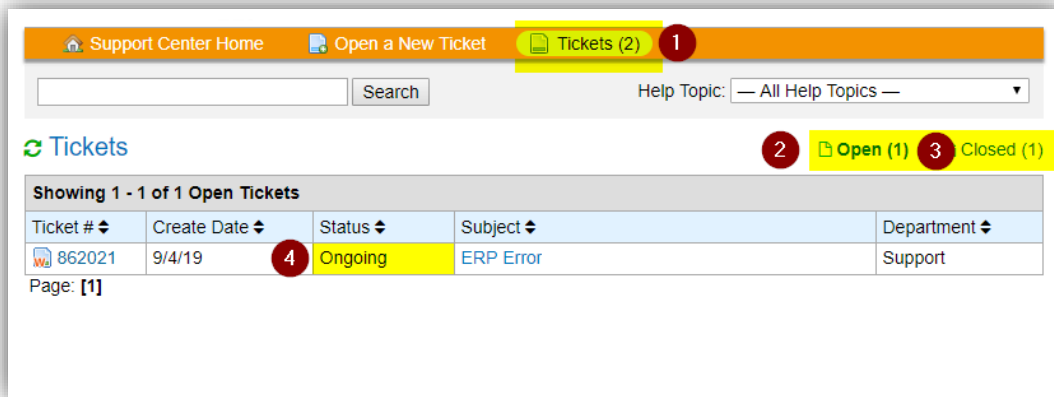

2. The second link will redirect you the erp eTicketing system. Refer screenshot below:
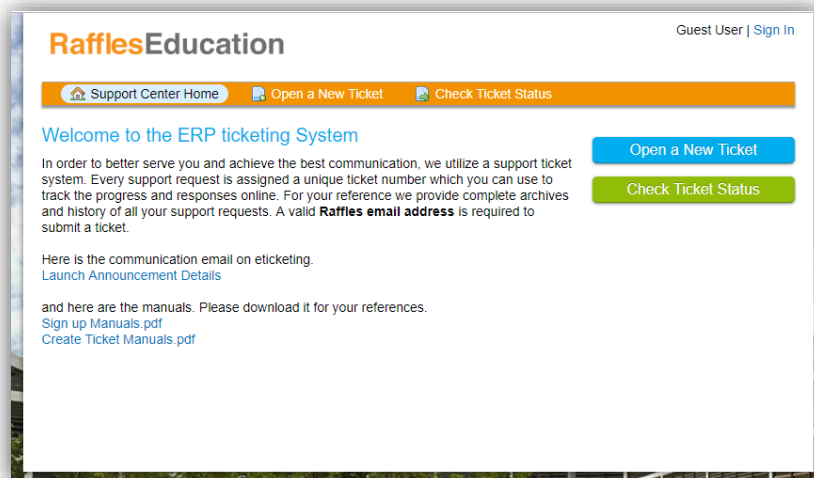

Note: By using this link, you have to login into the system to view your ticket details.

After login you can view all the ticket. Refer screenshot below.

1. Click here to view all the ticket that is send to erp-suppport. The number **'2'** indicate the total number of tickets the login user have created in eTicketing

2. Click here to view all the ticket that is currently under **Open** and **Ongoing** status.

3. Click here to view all the ticket that is currently under **Resolved** and **Closed** status.

4. Summary of the Statuses:

   - Open: Ticket created by users but haven't been processed by ERP.
   - Ongoing: Ticket is currently in process.
   - Closed: This ticket is resolved
     Note: For Closed tickets, user can reopen them if user feels it is unresolved.

To respond to the ticket. Scroll down at the bottom of the ticket details. You can find 'Post Reply' form.
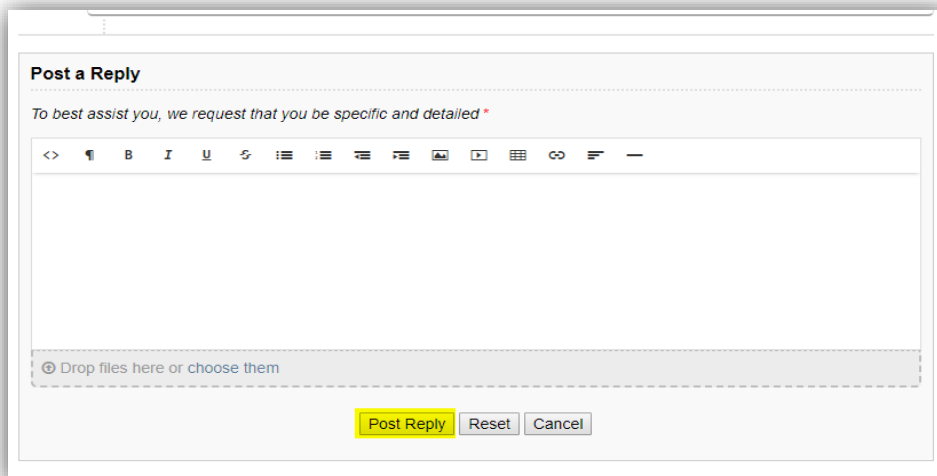
Type the appropriate reply regarding the ticket and click 'Post Reply' button. This method is more practical, because you can see the ticket progress regardless of auto emails.