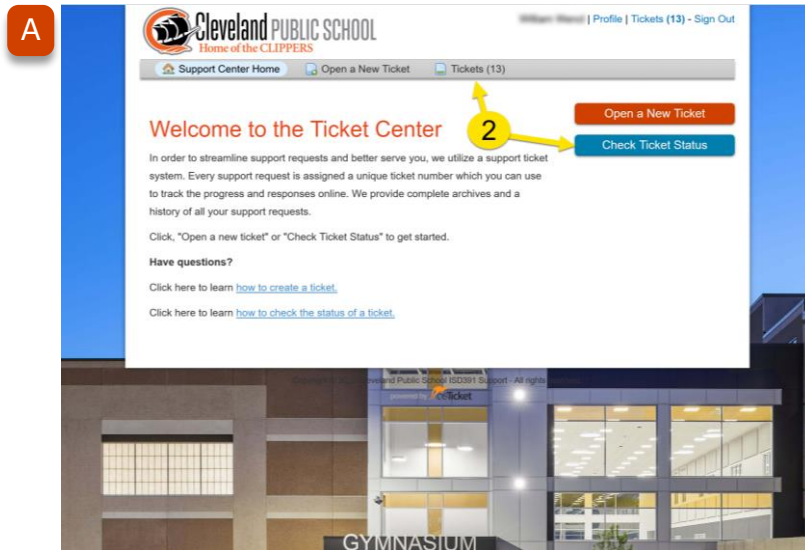




# Support Tickets

## Checking the Status of an Existing Ticket



**Method 1:** The quickest method to view a ticket's status is to follow the link included on all emails relating to the ticket.

Dear

A request for support has been created and assigned #129954. A representative will follow-up with you as soon as possible.

[You can view this ticket's progress online.](#)

Your Cleveland Public School ISD391 Support Team,

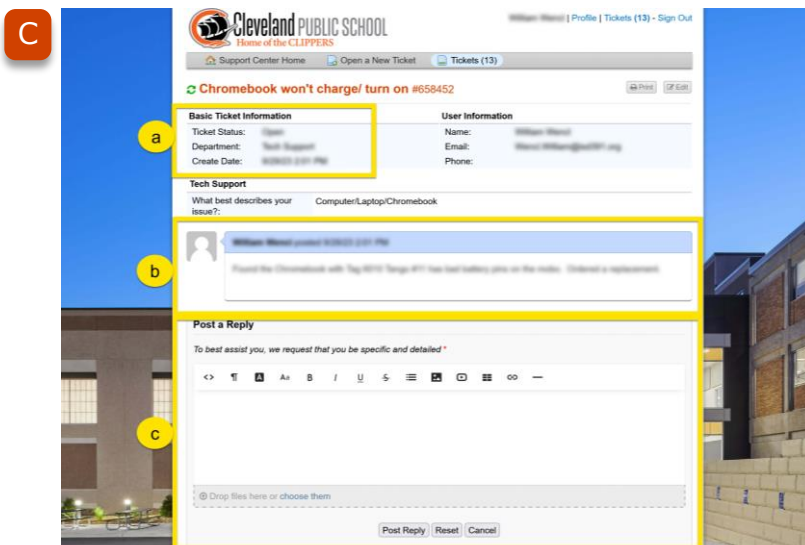
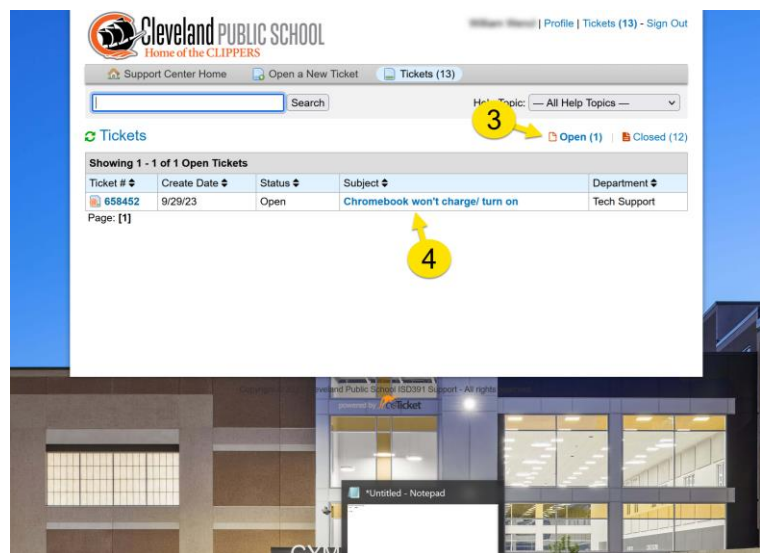
### Method 2:

- 1) Navigate to **portal.isd391.org** and click on **Help Desk**
- 2) Click the **Check Ticket Status** button or **Tickets** in the menu

This screen will show you all your existing tickets.

- 3) Make sure **Open** is selected
- 4) Click on the **subject** of the ticket you would like to check the status of

**Note:** If you do not see your ticket on this page, go back to **step 3** and select **Closed** instead. If you still do not see your ticket there, use the method noted above **step 1** in this guide.



The next page will provide you with all the information currently related to your ticket.

- a) This section lists if the ticket is open and when it was created.
- b) This section includes your initial question/issue/request and all follow-up communication between you and the support team.
- c) This section allows you to message the support team withing the ticket to add more details or ask more questions.