Support · DanumHost Specific

Replying and Closing Tickets

Reply to staff, download attachments, and close resolved tickets.

Ticket conversations stay on the ticket detail page until you close them.

Reply

1. Open the ticket from `/tickets`.
2. Scroll to the reply form, type your update, and attach files if needed.
3. Submit. Staff are notified according to DanumHost workflow.

Attachments

Download staff attachments via secure links at `/tickets/attachments/{id}/download`. Only open files you expect.

Close

When the issue is solved, click **Close ticket**. You can open a new ticket if the problem returns rather than reopening very old threads when discouraged.

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