Support · DanumHost Specific

Support Tickets Overview

Manage support requests at /tickets in the client area.

The **Support Tickets** section at `/tickets` is the main channel for technical and billing help on your account.

List tickets

1. Open **Support Tickets** from the sidebar (requires ticket permission).
2. See open and closed tickets with status, department, and last update.
3. Click a ticket to read the full thread at `/tickets/{id}`.

Dashboard link

Your dashboard shows how many tickets are not closed so you can follow up quickly.

No access

Ask the account owner to enable **view / manage support tickets** for your team user if the menu is missing.

Downloaded from https://danumhost.co.uk/knowledgebase/article/portal-support-tickets-overview on 30-OCT-2026 10:09AM

DANUMHOST