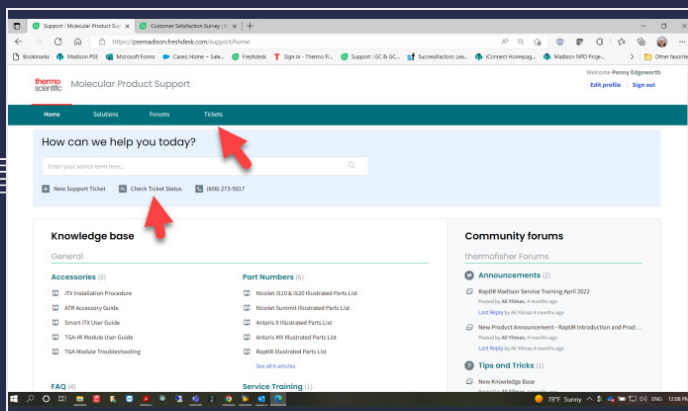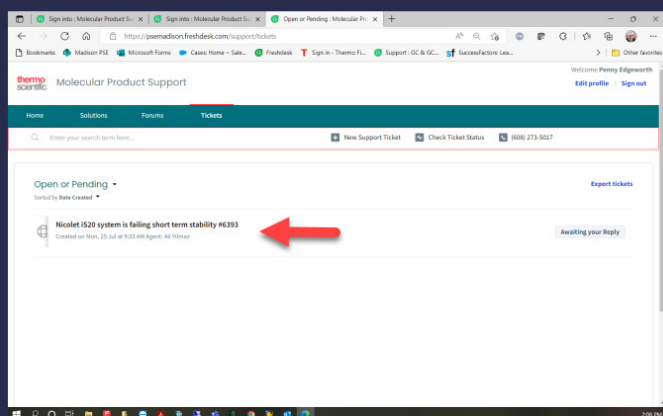# Ticket Status

**Step 1:** To check the status of your submitted tickets, click on "Check Ticket Status".

Ticket status page will contain tickets that are open and waiting for a response from PSE or waiting for your reply.

Once the issue is resolved, you can close the ticket. Tickets can always be re-opened if the problem is not yet resolved.
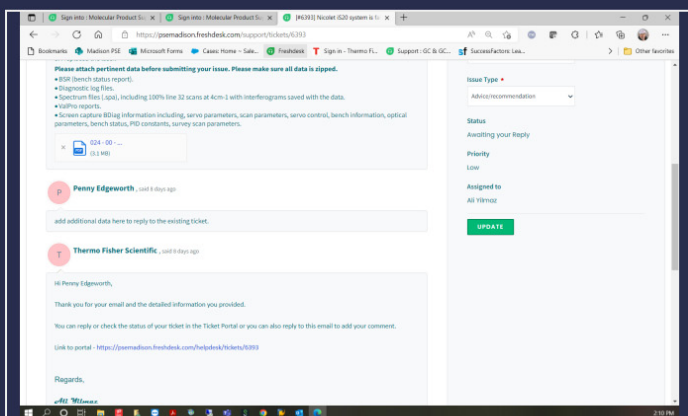

Step 2: Tickets that are open or Pending or marked as Resolved or Closed are found on this page.
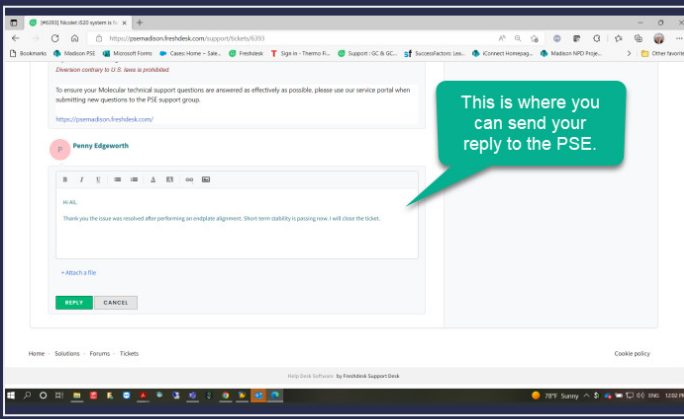
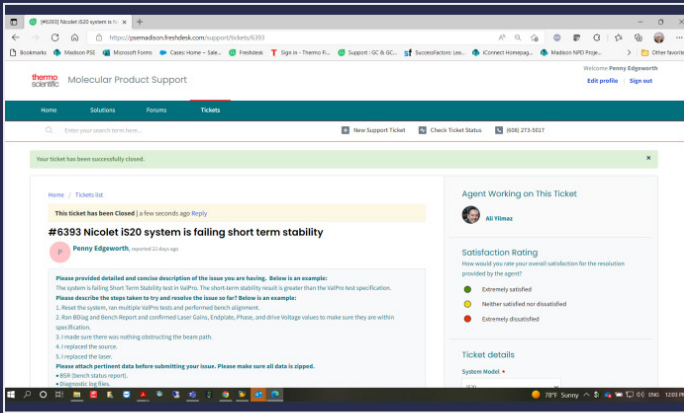This is an example of an open ticket that is waiting for your reply.
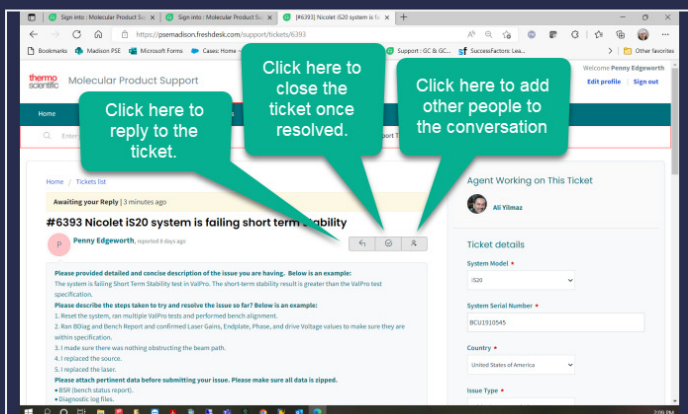
Step 3: Review agents response to to your question. From here you can reply, close the ticket if your issue is resolved and add people to the conversation.


Step 4: Continued

Step 5: From here you can reply to the PSE with additional information, including attaching a file or inserting a picture, etc.
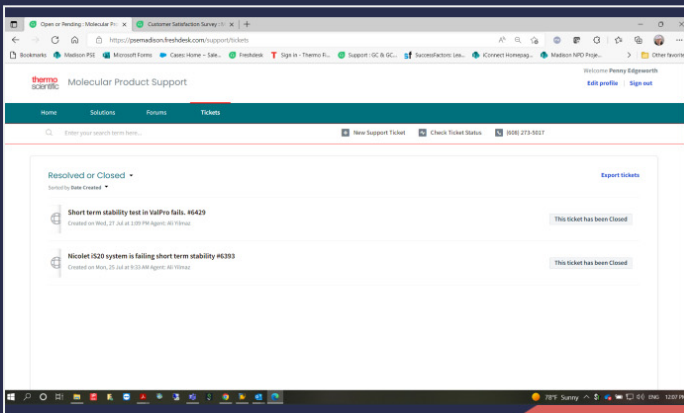

Step 6: Once the ticket is resolved and closed the history of this case will always be archived for you to review in the future.

Please complete the satisfaction rating. The PSE group would love to hear your feedback once the ticket is closed.
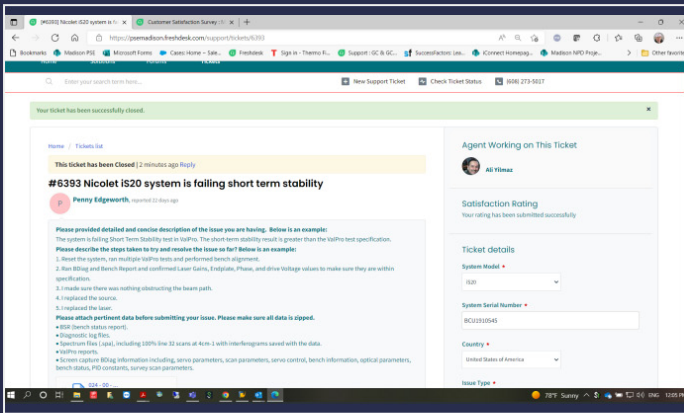
Step 7: Case closed and Satisfaction Rating has been submitted.

Step 8: Resolved and Closed cases are shown here.

Created by ali.yilmaz | Tuesday, August 16, 2022

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