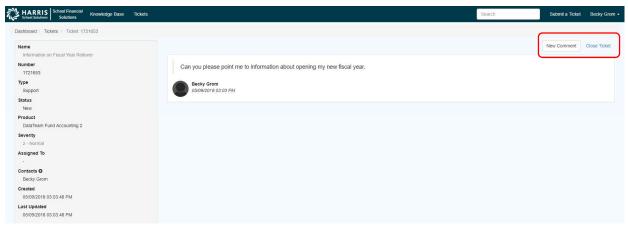


## Click on My Open Tickets



## Click on the record you want to change



## Click on "New Comment" to add additional information or attachments.



Click on Close ticket if you have resolved the issue on your own or no longer need assistance. The following message will pop up to confirm the action.

schoolfinancialsolutions.na2.teamsupport.com says

Please confirm you would like to close this ticket and mark it as resolved

OK

Cancel









## **Reopen a Closed Ticket**

Click on "My Closed Tickets" and click on the ticket you want to reopen.



Add a new comment to the call and Team Support will automatically Reopen the call







