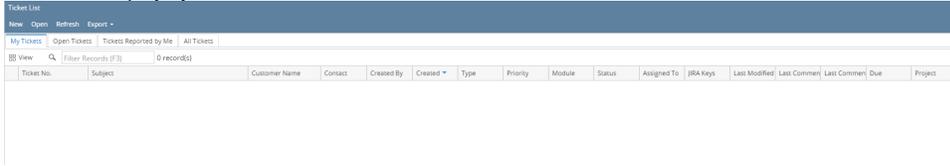


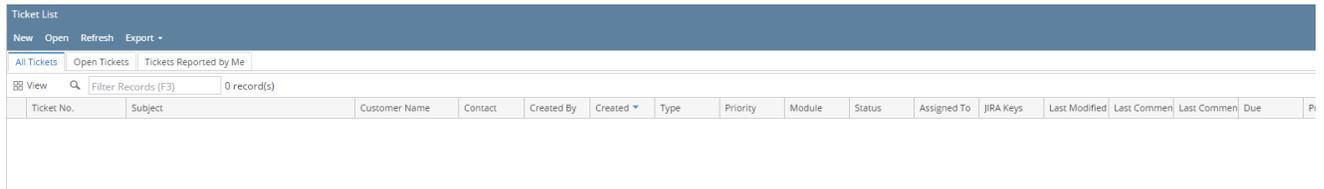
# How to Open Ticket List search screen

**Ticket List search screen** applies for i21 Agent and Customer Contact logins.

1. On the Menu Panel, click on **Help Desk**.
2. Click on **Tickets** to display **Ticket List** search screen.
3. For i21 Agents, screen will display the following tabs: **My Tickets, Open Tickets, Tickets Reported by Me** and **All Tickets**. **My Tickets** tab screen will display by default.
4. For i21 Agents, screen will display the following tabs: **My Tickets, Open Tickets, Tickets Reported by Me** and **All Tickets**. **My Tickets** tab screen will display by default.



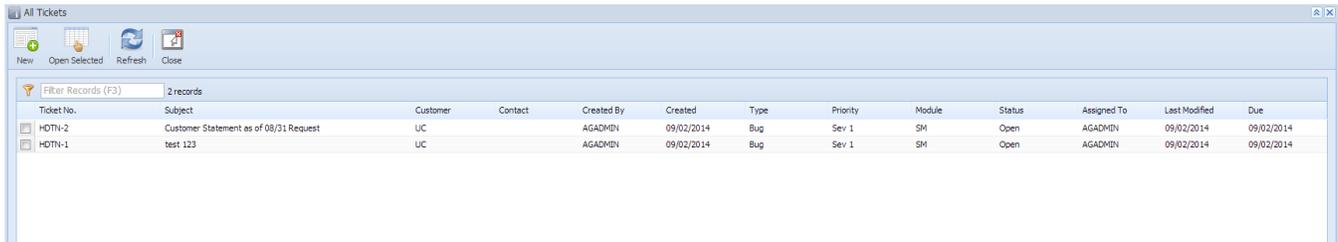
5. For Customer Contacts, screen will display the following tabs: **All Tickets, Open Tickets, and Tickets Reported by Me**. **All Tickets** tab screen will display by default.



## How to Open All Tickets

**Tickets** menu applies for i21 Agent and Customer Contact logins.

1. Go to **Help Desk** Menu and expand the **Activities** sub-menu.
2. Double click on **Tickets** to display **All Tickets** search screen.



## Watch Video