

## Customer portal: Overview of own tickets and their processing status

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FAQ Article Print

<b>Category:</b>	Kommunikation & Kollaboration::TU Dresden Ticketsystem	<b>Votes:</b>	0
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### Keywords

Kundenportal Bearbeitungsstand Status Ticketsystem

### Solution (public)

All your inquiries that you submit to the advisory and support facilities of TU Dresden are received in the TU Dresden ticket system, provided that the area addressed uses the ticket system.

Part of the ticket system is a customer portal. Here you can get an overview of all requests assigned to you.

Please note that your telephone inquiries are only recorded with an assignment to your account if they require further processing.

Logging in to the customer portal

You can access the customer portal as follows: [1]Link to the customer portal.

[2]Registration takes place via the central registration service (Shibboleth).

Screenshot customer portal: Overview of open ticketsPossible uses

You can check the status of your inquiries in the customer portal. You can see the e-mail correspondence that has taken place in the course of processing and can also view notes on the ticket, provided the person processing it has enabled this.

You can also add notes/replies to tickets directly in the portal.

You can also search for instructions and FAQs in the customer portal. Here you will also find articles that are only available to members of TU Dresden.

Instructions for using the customer portal can only be found there.

Log out

To log out, use the link in the top right-hand corner.

[1] <https://tickets.tu-dresden.de/otrs/customer.pl>

[2] <https://faq.tickets.tu-dresden.de/v/ItemID=1183>