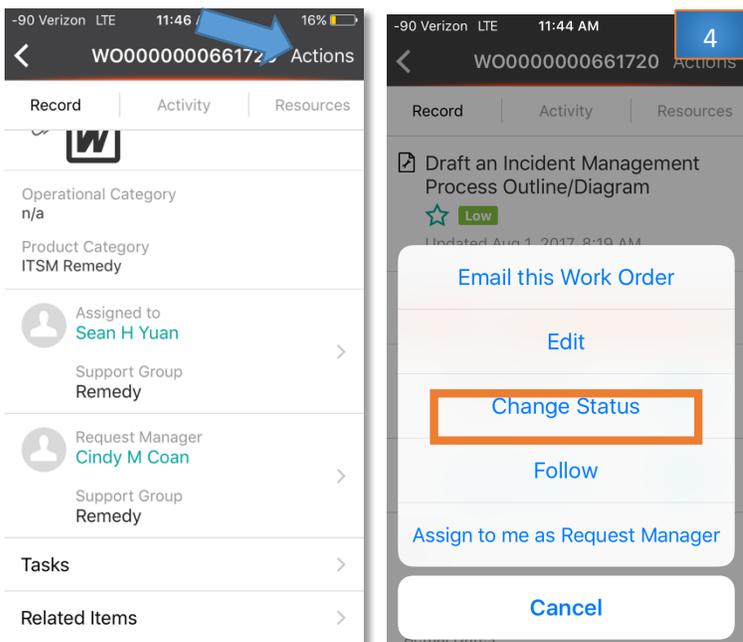
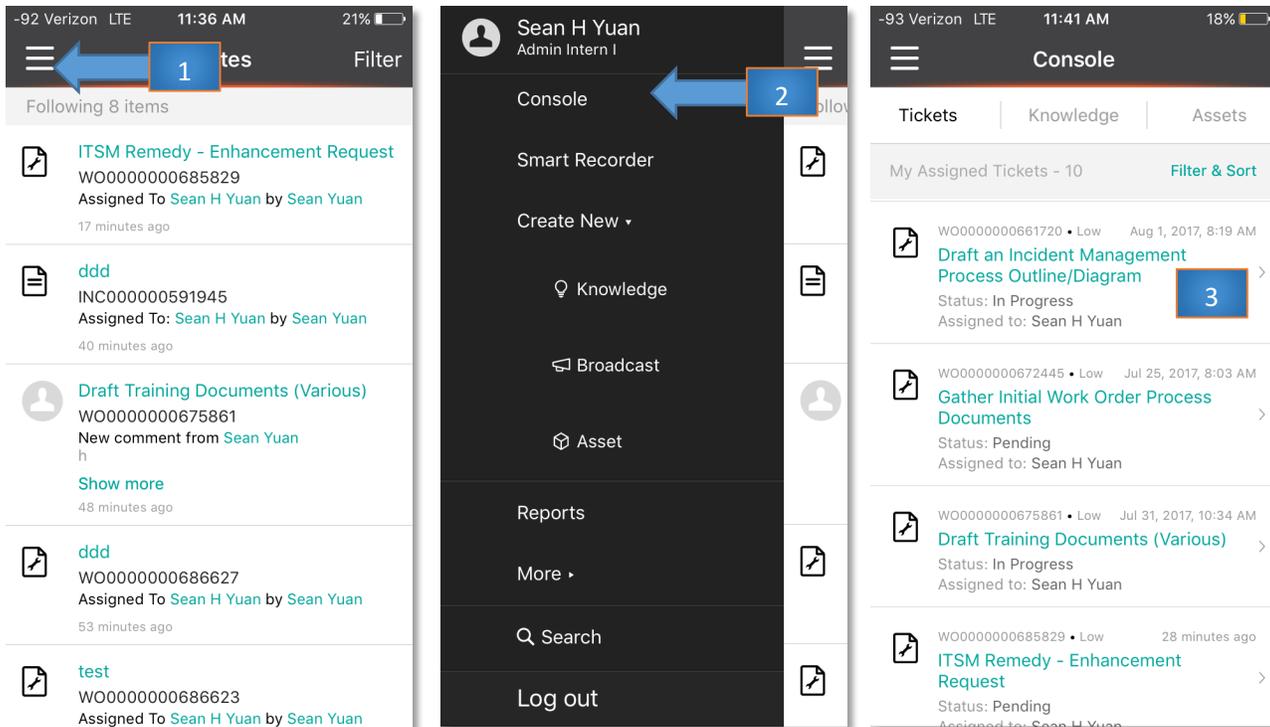


# Updating Ticket Status

- After you create a ticket, you can change the details or add new information to it.
  - Keeping the information in a ticket up-to-date helps you to make better informed decisions about how to manage the ticket, keeps your personal and group statistics up-to-date, and helps keep the affected customer informed about the progress of the ticket.
1. Open the SmartIT Mobile application and select the main menu at the top left-hand corner.
  2. Click on the Console.
  3. Select the relevant ticket to update.



4. Press the **Actions** button at the top right hand corner and pick “Change Status” in the options pop-up.

Cancel

Set Status

Save

Press Save when ready to update

Status

Pending >

Select updated status

Reason

Support Contact Hold >

Select status reason

Enter a note for the status change.

Fill in status change reason