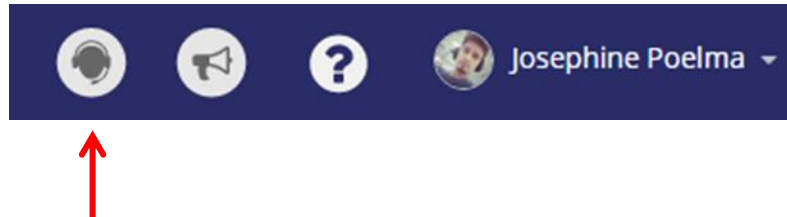# View Product Support Tickets

dash allows you to view the status of your product support tickets directly from the application. If you have administrator access, you can view submitted tickets for companies and offices that you have access to.

1. Click the **Product Support** icon from the dash toolbar at the top of the screen.

The **Support** homepage displays.

2. Click the dropdown list to select your view of open or closed tickets. You can also set a specific view as your default filter.
3. Click a **ticket number** to view the ticket.

The **Ticket Details** window displays.

Review the information, and then click **OK** to close the window**.**

TICKET # 12345   x

CREATED BY   CREATED ON   ENTERED FOR
James Smith   Jan 01, 2016   James Smith

AREA   STATUS   RESOLVED ON
Listings   Closed   Jan 01, 2016

SUMMARY
I am unable to access the Business Intelligence section of the dash application

DESCRIPTION
I am unable to access the Business Intelligence section of the dash application. When I click on the daily dash link from the menu I receive a 500 error.

ATTACHMENT
error.jpg

RESOLUTION DESCRIPTION
There was an unplanned outage this morning which was affecting the business intelligence section of dash. Please retry. We apologize for any inconvenience this has caused.

OK