12.3 Viewing Your Support Tickets

Open **Settings → Support** and scroll to **Your support tickets**.

Active tickets appear first. Select one to read the complete conversation and current status. Use **Refresh** to request the latest messages. Closed tickets are kept in a separate collapsible list.

Status reflects who needs to act: Open indicates an active request, Pending user indicates that Support is waiting for your response, and Closed ends that conversation.

A closed ticket cannot receive another reply. Create a new request if the issue returns and refer to the earlier ticket key when it is relevant.

Current online article: https://help.lightdrive.one/lightdrive-support/viewing-your-support-tickets

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