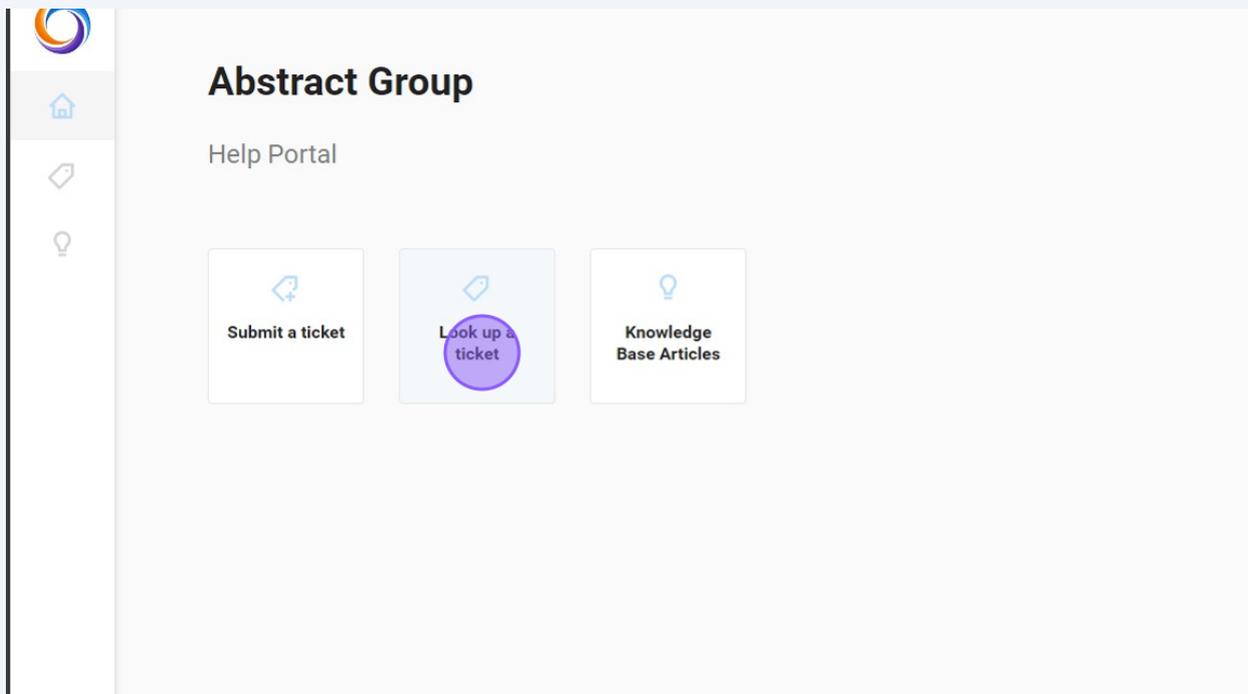# How to view and comment on existing tickets

ABSTRACT GROUP

This guide provides a simple step-by-step process for adding comments to your existing tickets. By following these instructions, you will be able to easily update and communicate any important information or updates regarding your tickets.

1 Go to **https://abstract-internal.myportallogin.co.uk/**

2 Click 'Look up a ticket'

3 Select the ticket you wish to view or update

4 Here you can see key details about your ticket, as well as any notes, updates or comments from you or the support team.

5 To provide an update to the engineer, write your message (attach screenshots if necessary) and click send.

I have issue X. I have tried to do Y but it still doesn't work.

Submitted 14:21 - 08/08/2024   Status: New
Type: Service request   Subtype: Select
Item: Select   Priority: Priority 3 - Medium
Contact Daniel Sanders   Technician: Unassigned

Write a message   📎   Send

DS   Daniel Sanders   19 minutes ago

I have issue X. I have tried to do Y but it still doesn't work.

When did you notice the problem?
Thursday, 8 August 2024 at 14:21 BST

Is it preventing you from doing work?
No

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime