



Base de conocimiento > General > How do I access my old tickets?

---

## How do I access my old tickets?

Helpdesk Staff - 2024-07-13 - General

Unfortunately, tickets submitted prior to July 2024 are not accessible via our new helpdesk at [support.excellenthost.com](https://support.excellenthost.com). However, our agents can still view old tickets, so if you need assistance and need to reference something that happened prior to this date, you can let us know.