



[Base de connaissances](#) > [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. 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.