Checking the Status of Your Ticket

Overview

You can check the status of any ticket you have raised at any time via the helpdesk portal.

Viewing Your Tickets

1. Go to helpdesk.pbr.org.au and sign in
2. Click **My Tickets** at the top of the page
3. You will see all your open and recently closed tickets
4. Click on a ticket to see the full thread, including IT's responses and any updates

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Ticket Statuses

Status	Meaning
Open	Your ticket has been received and is waiting for IT to pick up
In Progress	An IT team member is actively working on your request
On Hold	We are waiting for something — either your response, a vendor, or a scheduled change window
Closed	The issue has been resolved

Adding Information to an Existing Ticket

Simply reply to the email notification you received when the ticket was raised. Your reply will be added to the ticket automatically.

Alternatively, open the ticket in the portal and post a comment directly.

Reopening a Closed Ticket

If an issue comes back after being closed, reply to the closure email within 7 days and the ticket will be reopened automatically. After 7 days, please raise a new ticket and reference the old ticket number.

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