

ICE IT HELP DESK

How can we help you today?



How to Check on Your Ticket Status and View Updates Made by an IT Support Technician

1. Go to www.ice.smartanswer.com or click [here](#) to log on to your account.
2. After you log on, access your dashboard. You will find this in the top navigation bar as 'dashboard.'
3. Click on 'My Tickets' to view and edit your IT tickets.
4. Here you will see a list of your open tickets. Click on the ticket subject to view the saved messages between you and your ICE IT support technician, ticket updates and status.

Please note: A dialogue between you and your IT support technician will not ensue with all tickets in all cases. In most instances, you will simply see either a status change or resolution. That said, if the resolution does not meet your satisfaction, you are able to reopen the case accordingly. We look forward to hearing from you!

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