Why Was My Ticket Closed? Finding Your Previous Tickets

Use the Technical Support Center · https://www.hyyat.com/en/knowledgebase/closed-support-tickets/

> **In short:** Tickets are never deleted. If we replied and 72 hours pass without a reply from you, the ticket closes automatically and leaves the open list. Find it in Support → My Tickets by choosing the "Closed" status; you can read it or reply to reopen it.

Short video (18 seconds)

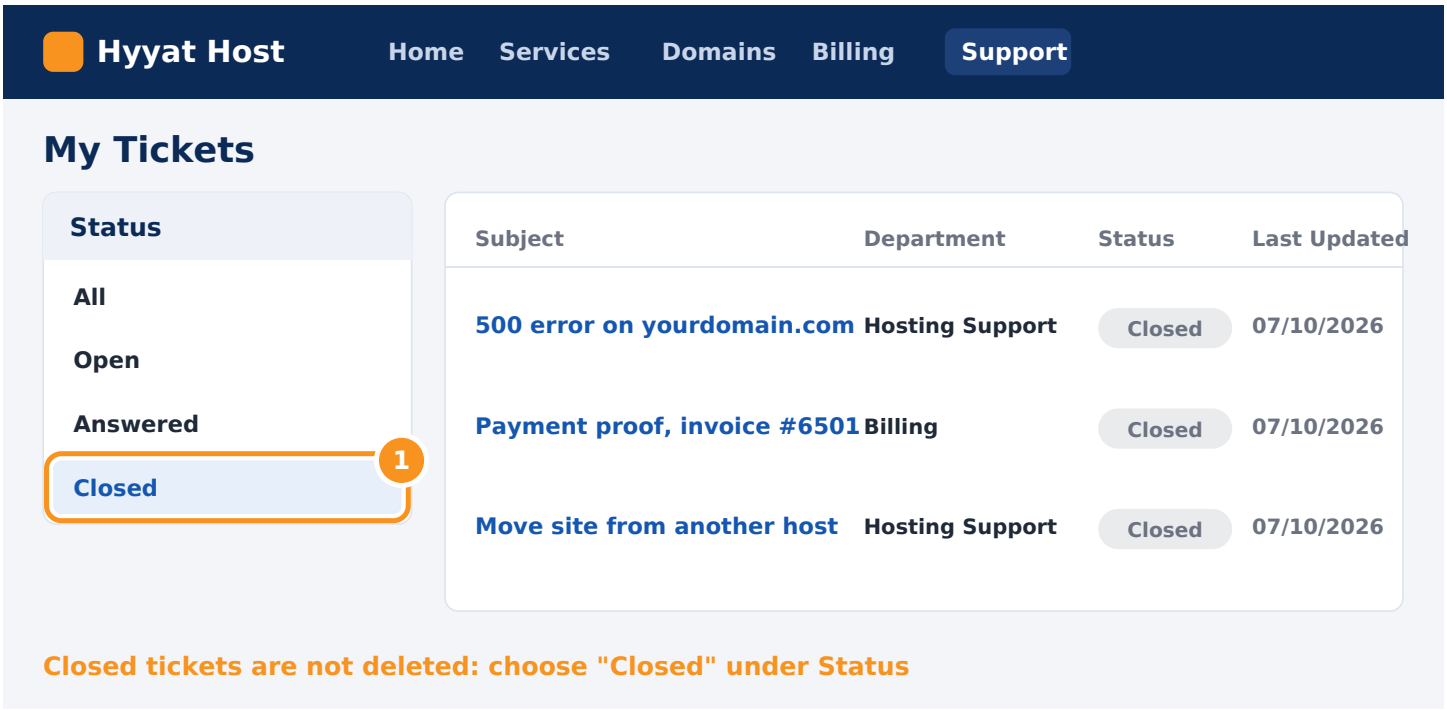
Embedded media: https://www.hyyat.com/wp-content/uploads/2026/10/sup-closed-en.mp4?_=1

Why is my ticket not showing?

After we reply, we wait for your answer. If **72 hours** pass since the last reply without a message from you, the system closes the ticket, assuming the request is done. It stays in your account with all its messages and attachments, but moves from open to closed.

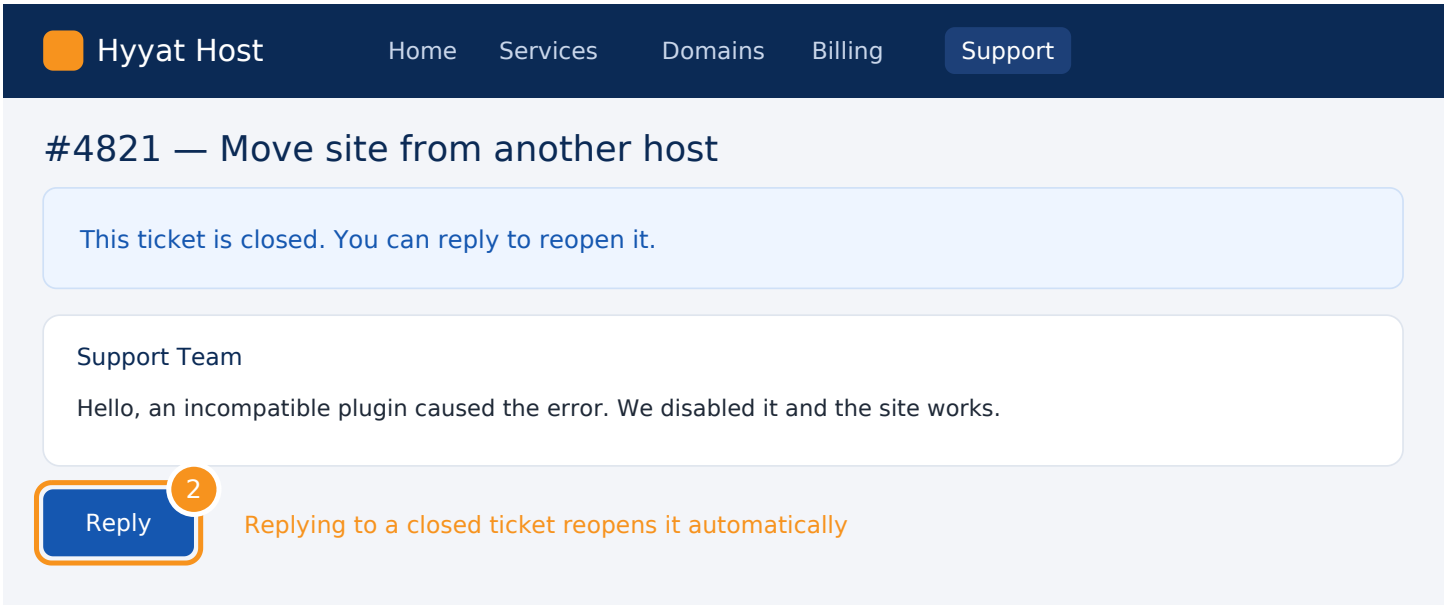
Where do I find closed tickets?

Open **Support → My Tickets**, or open it directly, then choose **Closed** in the status filter in the sidebar. Click any ticket to read it in full.



How do I reopen a closed ticket?

Open the closed ticket; a note says it is closed and you can reply. Write your reply and submit, and the ticket reopens and reaches the team. Replying to the ticket email reopens it too.



When to open a new ticket instead? If the problem is new or different from the old ticket, open a new ticket. Reopening an old ticket for a different topic makes it harder to follow.

Tip: keep track of your request

If you need time to test the fix or gather information we asked for, send a short reply saying so before 72 hours pass, and the ticket stays open. Keep an eye on your email too: every reply from us arrives there and you can answer it directly.

FAQ

Are closed tickets deleted?

No. They stay in your account and you can go back to them any time.

My ticket closed but the problem remains.

Reply to the same ticket to reopen it, and say the problem is still there.

Where do I find a very old ticket?

Every ticket since your account was created is in "My Tickets". Choose "Closed" and sort by date, or look up the ticket number from the email you received.

Can I close a ticket myself?

Yes. Once solved, click "Close Ticket" on its page; it stays saved and you can reopen it by replying.

Does a ticket close while it waits for you?

Auto-close is for tickets we answered without hearing back. If a ticket closes while still waiting for us, reply to reopen it and we reply within 24 hours at most.

Related guides

- Hyyat Host support center
- When to open a support ticket
- Open a new support ticket
- Reply to a support ticket

- Log in to the client area

Need this service from Hyyat Host?Our team handles it for you, with support replying to tickets within 24 hours at most.

Web HostingSaudi Hosting