How to Reply to a Support Ticket in the Client Area

Use the Technical Support Center · https://www.hyyat.com/en/knowledgebase/reply-to-support-ticket/

> **In short:** To reply: client area → Support → My Tickets, click the ticket, then "Reply", write your answer with a file if needed, and submit. You can also reply directly to the ticket email.

Short video (23 seconds)

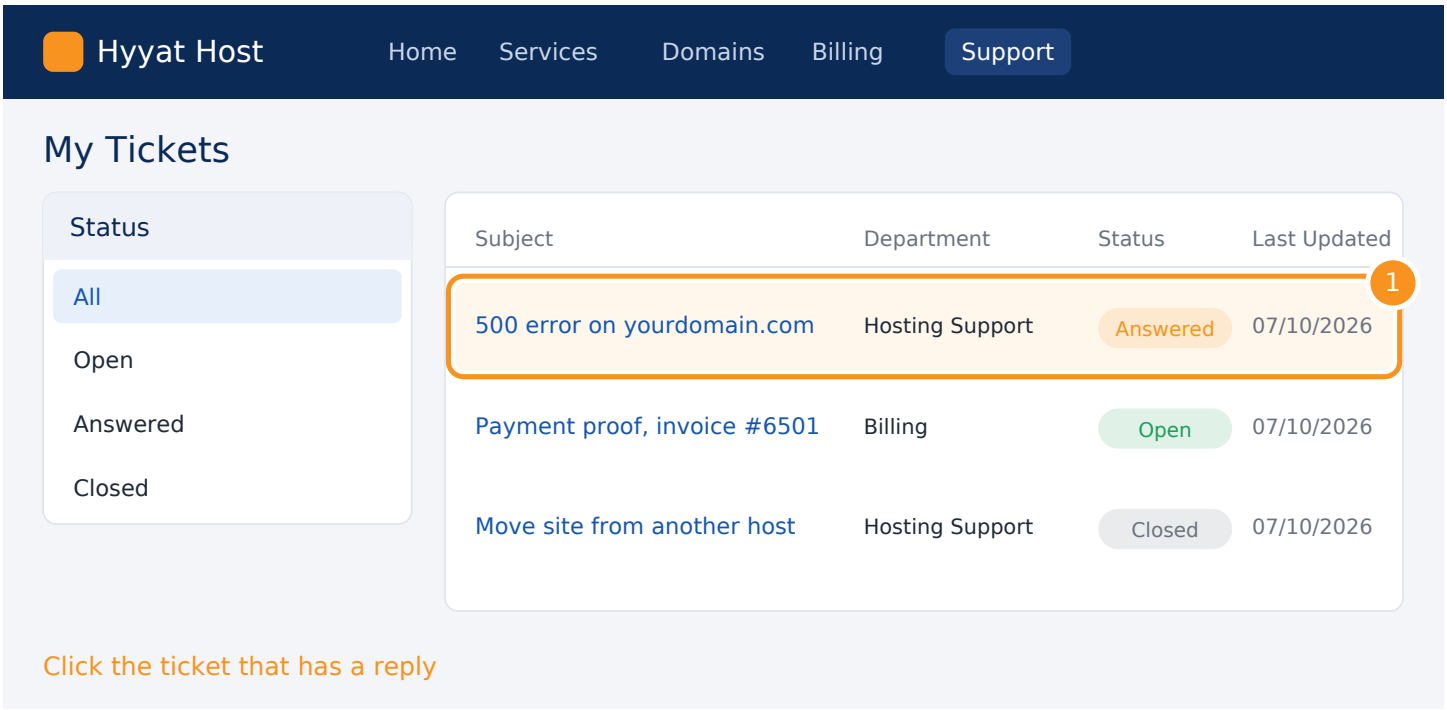
Embedded media: https://www.hyyat.com/wp-content/uploads/2026/10/sup-reply-en.mp4?_=1

After you open a ticket, our reply reaches your email and your account. Here is how to read it, follow the ticket status, reply and rate the answer.

Steps to reply to a ticket

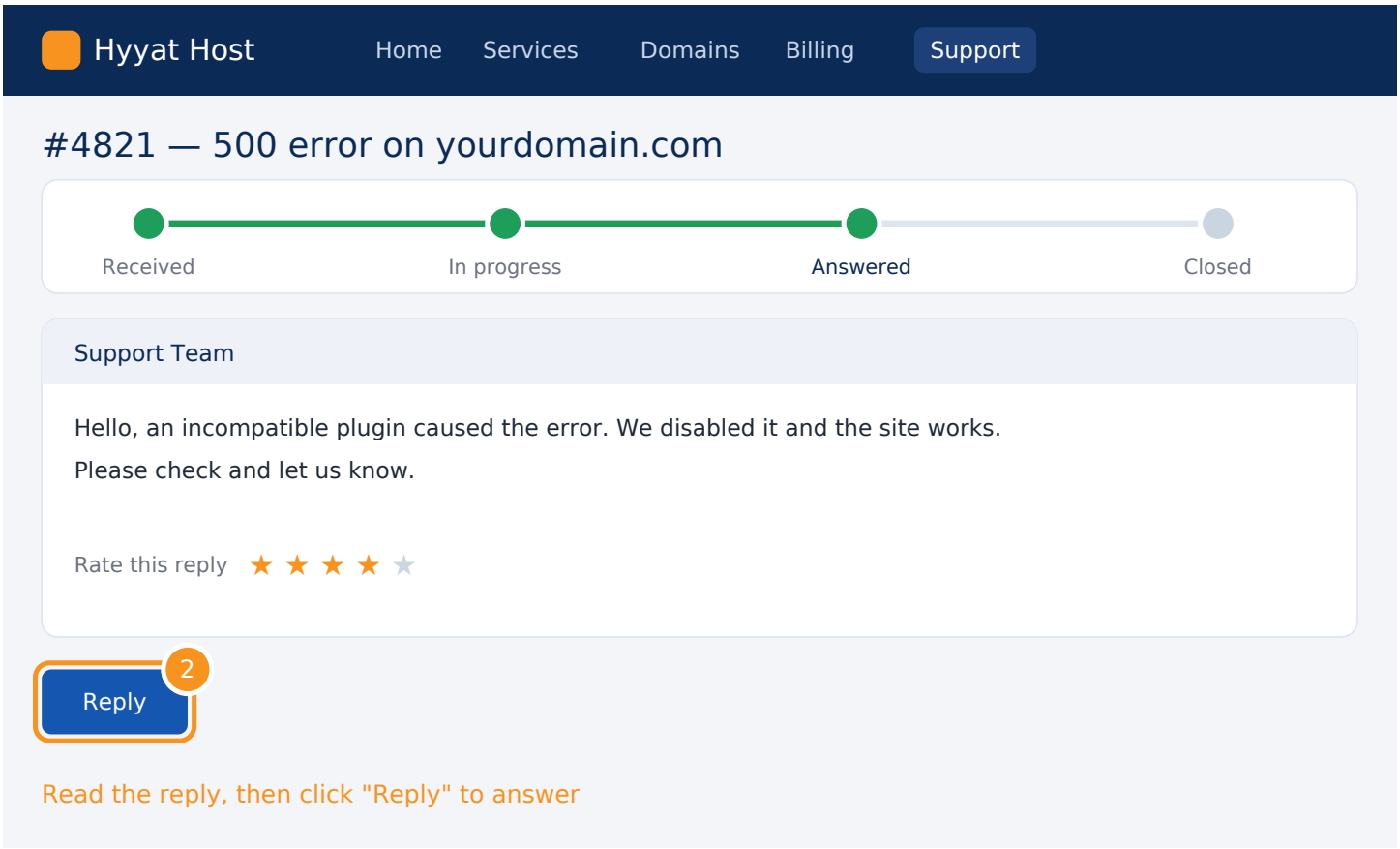
Step 1: Open My Tickets

Go to **Support → My Tickets**, or open it directly. Your tickets show the department, status and last update. **Answered** means a reply from us is waiting.



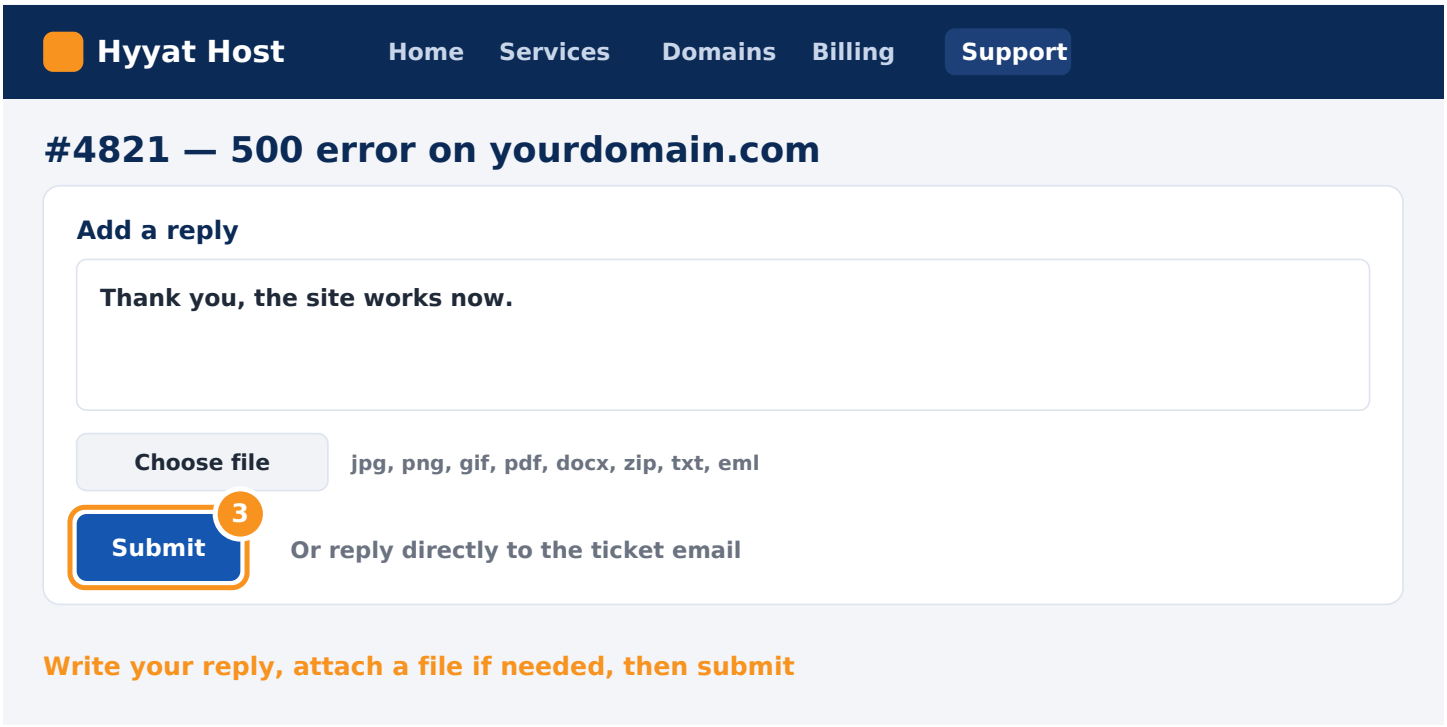
Step 2: Read the reply and click "Reply"

The top of the ticket shows a progress bar: **Received → In progress → Answered → Closed**. Under each of our replies you can **rate it** with stars. Click **Reply** to answer.



Step 3: Write and submit your reply

Write your reply, attach a file or screenshot if needed, and click **Submit**. Your reply appears in the ticket and it waits for our answer.



What ticket statuses mean

- **Open:** we received the ticket or your reply and it is with us.
- **In progress:** the team is working on your request.
- **Answered:** we replied and are waiting for you. After 72 hours without a reply it closes automatically.
- **Closed:** the request is done; the ticket stays saved and you can reply to reopen it.

Tips for a useful reply

- Answer all of the team's questions in one reply instead of several short ones.
- If you tried the suggested fix, say clearly whether it worked, or attach the new error.
- If it is solved, tell us and rate the reply; it helps us close the request and improve.

Replying by email

Every reply from us reaches your account email. You can reply to that email and your answer is added to the ticket automatically. Keep the ticket number in the subject and send from the same registered email.

FAQ

I cannot find the ticket in the list.

It may have closed automatically. See finding previous tickets.

Should I open a new ticket if it is not solved?

No. Reply in the same ticket so everything stays in one place.

Can I attach more than one file?

Yes. Add attachments one after another before submitting, or zip them together.

Does the team see my rating?

Yes. Ratings reach management and help us improve our replies.

Can I reply after the ticket is closed?

Yes, your reply reopens it automatically. See why my ticket was closed.

How do I know the team replied?

You get an email, and the ticket status becomes "Answered".

Related guides

- Hyyat Host support center
- When to open a support ticket
- Open a new support ticket
- Why was my ticket closed?
- 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.

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