



How to share support ticket with members of your business account

- Parallels Remote Application Server
- Parallels Desktop for Mac Business Edition

By default, all administrators of one business account can see support tickets created by different admins. Open [My Tickets](#) page and see ticket creator in Author column:

Add ticket watchers

To share ticket with other members of business account, either license administrators or regular members, open ticket details by clicking on ticket subject > switch to 'Ticket Watchers' tab:

Then select a person in the dropdown and click Add:

Once added, the person will receive an email notifications about ticket updates and will be able to view this ticket in his Parallels account's [My Tickets](#) page.

Remove ticket watchers

To remove ticket watcher, click on cross button and next to corresponding account:

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