

Open a Collaboration Ticket by ID

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This page explains how a ticket ID identifies a collaboration ticket connected to documentation work. Using the correct ID helps you open the intended ticket and continue review or documentation discussions in the right context.

Overview

A collaboration ticket is identified by a unique ticket ID. In links and references, this identifier may be shown as `[ticketId]`, which represents a placeholder for the actual ID of the ticket you need to open. Do not enter the square brackets; use the ticket ID value provided to you.

You may receive a ticket ID from a teammate, a review request, a project discussion, or a documentation task. Opening the ticket lets you view the collaboration item associated with that ID and continue work from the correct documentation or review context.

A ticket ID identifies one specific ticket, not an entire project, documentation set, or review. If you are working across multiple reviews, confirm the ID before opening it so you do not add comments or make decisions in the wrong ticket.



Screenshot pending: Collaboration ticket page showing the ticket identifier and available actions.

Prerequisites

Before you begin, make sure you have:

- Access to the Atloria workspace that contains the collaboration ticket.
- The complete ticket ID, supplied by a teammate, task assignment, link, or review request.
- Permission to view the related documentation or review work.

- An active Atloria session.
- The correct project or workspace context when your organization uses more than one workspace.

Step-by-Step Instructions

1. Locate the ticket ID in the collaboration request or documentation task.

Copy the ID exactly as provided. If the ID is represented as `[ticketId]`, copy the value that replaces the placeholder, not the text `[ticketId]` itself.

2. Open the ticket link provided with the ID.

Use the link from the task, message, or review request whenever one is available. This is the most reliable way to open the ticket associated with the supplied ID.

3. Sign in to Atloria if prompted.

After you sign in, Atloria opens the ticket if your account has access to the related workspace and documentation work.

4. Select `Open` when Atloria displays an available ticket action.

The `Open` action takes you into the selected collaboration ticket. Confirm that you are opening the item associated with the ID you received.

5. Verify the ticket identifier on the ticket page.

Compare the displayed ticket information with the ID in your request. If the identifier does not match, return to the original request and open the correct ticket link or ID.

6. Review the ticket's documentation context.

Read the ticket details, discussion, and any linked review information before taking action. This helps you understand whether the ticket relates to documentation changes, a review decision, or a request for follow-up.

7. Return to the review when the ticket directs you to review work.

Select `Back to Review` to continue in the associated review area. If you need to inspect changes, select `Open Diff Viewer` from the review interface.

 *Screenshot pending: Opening a collaboration ticket and confirming that the displayed ticket ID matches the requested ID.*

Tips and Best Practices

- **Treat [ticketId] as a placeholder.** The brackets indicate that a real ticket ID belongs in that position. Do not search for or enter the bracketed text unless your organization specifically uses it as part of an example.
- **Use the original ticket link when possible.** A link supplied in a review request or documentation task preserves the correct ticket context and reduces the chance of opening a similarly named item.
- **Verify before commenting or approving.** Check the ticket information after opening it, especially when you work on several documentation reviews at once. A correct ticket ID is important because each ticket can represent different collaboration work.
- **Keep review and ticket work connected.** When the ticket relates to a review, use [Back to Review](#) to return to the review summary and use [Open Diff Viewer](#) when you need to examine documentation changes in detail.
- **Do not assume that a ticket ID is a project ID.** A project can contain multiple reviews and collaboration tickets. Use the ticket ID to identify the individual item you need to open.
- **Share the ID and context together.** When sending a ticket to another user, include the ticket link and a short description of the documentation work. This helps the recipient confirm that they opened the intended ticket.

Related Pages

- [Review Documentation Changes](#)
- [Use the Review Summary](#)
- [Open the Diff Viewer](#)
- [Return to a Review with Back to Review](#)
- [Create and Manage User Documentation](#)

Troubleshooting

The ticket does not open

Confirm that you copied the complete ticket ID or used the complete link provided in the request. If you received only [\[ticketId\]](#), ask the requester for the actual ticket ID value.

You opened a ticket, but it is not the expected one

Compare the displayed ticket information with the ID and context from the original request. Select [Back to Review](#) if you need to return to the associated review, then reopen the correct ticket from the original link.

You cannot view the ticket

Your account may not have access to the workspace, documentation work, or review connected to the ticket. Ask the ticket owner, project administrator, or workspace administrator to confirm your access before trying again.