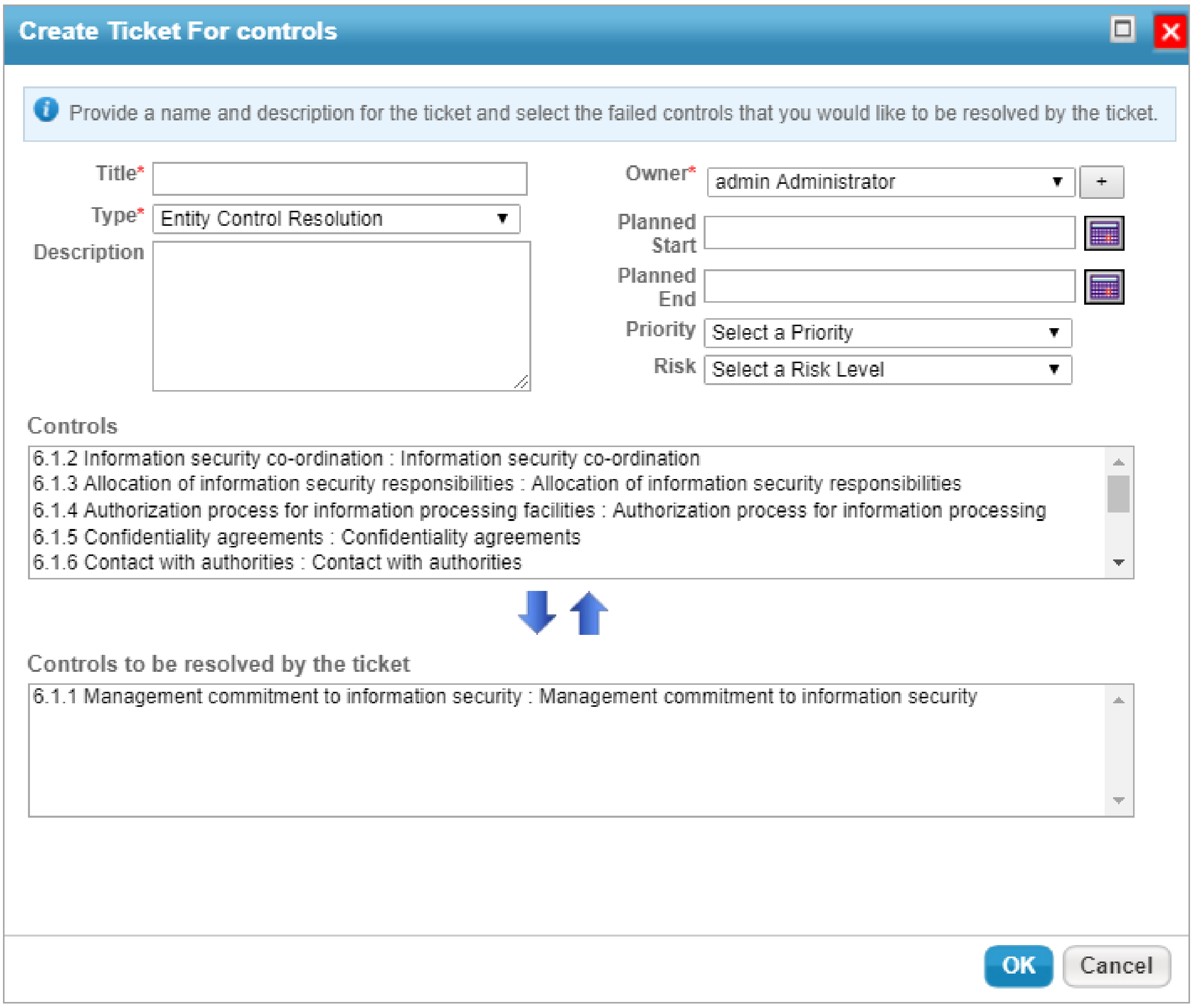
Creating a Ticket - Assessment

Users with Ticket Create permissions can create a ticket from **Home** page or **Assessment** details page.

To create a ticket:

1. Go to **Assessments** > **Assessments**.
2. Select an assessment to open the **General** tab on the **Assessment Details** page.
3. Click the **Control Results** tab, then select a control or subcontrol.
4. Click **New Ticket** to launch the **Create Ticket For controls** wizard.



4. Enter a **Title** and **Description**.
5. Click the **Type** field to view a list of options, then select the appropriate type. Repeat this process with the **Owner**, **Priority**, and **Risk** fields.
6. Click the **Planned Start** field to view a calendar and select a date. Repeat this process with the**Planned End** field.
7. Verify if the selected control/subcontrol appears in the **Controls to be resolved by the tickets** table.

8. Click **OK**.