

## About the Tickets Page

The **Tickets** page displays a grid of all tickets in which you are a stakeholder. If you own the responsibility of managing the tickets in your organization, you can view all the tickets regardless of ownership. Depending on your user permissions, you can use the **Tickets** page to perform the following tasks:

- [Create a new ticket](#).
- Open a ticket to view the details and perform the following tasks:
  - [Update the general information](#) ;
  - [Transition the workflow](#) ;
  - Add comments;
  - Manage attachments;
  - [Link or detach entities and vulnerabilities](#) ; and
  - View workflow history and changes.
- Synchronize the changes made to the ticket workflow.
- [Delete a ticket](#) .

When you access the **Tickets** page, you can view all your active and closed tickets. Tickets can be segregated by the groups By Status, Stage, Type, and My Tickets Delegated To Others. For example, you can click the **Review** group under the Tickets tree to work on the tickets that have entered the review stage.

The groups under By Stage appear only when tickets enter a particular stage. For example, if there are tickets in the "new" and "assigned" stages, only those stage groups appear to the stakeholder.