

Creating a New Ticket

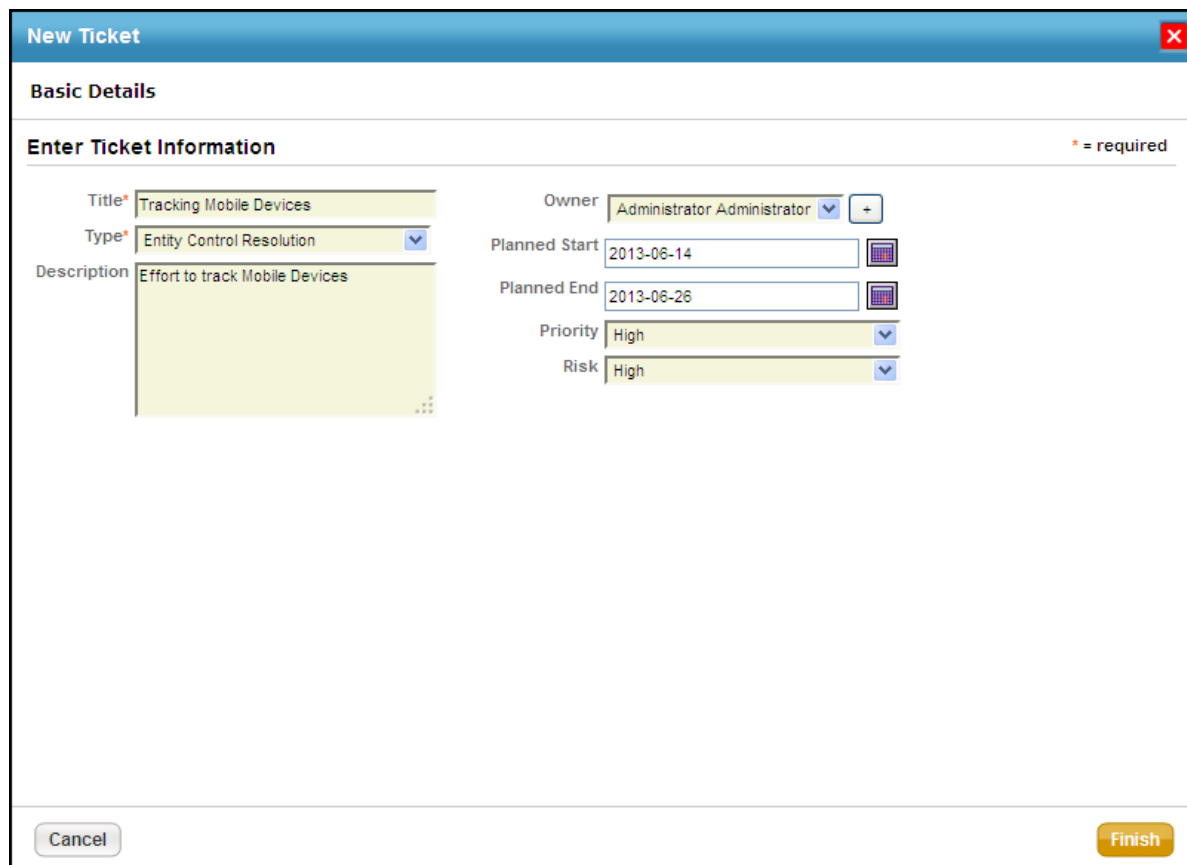
Use tickets to assign tasks to system users and track progress. Create a ticket for each item that you want to track. For each task, the RiskVision solution creates a single ticket and sends the notification to all stakeholders of the initial stage. Each person views, modifies, and transitions the same ticket. Creating a new ticket requires you to have the Ticket View, Create or Manage permissions.

By default, all tickets use the Default Ticket Workflow template.

To create a new ticket:

1. Go to **Home > Tickets**.
2. Select the **My Tickets** folder.
3. Click **New**.

The New Ticket window displays.



The screenshot shows the 'New Ticket' window with a blue header bar containing the title 'New Ticket' and a close button. Below the header is the 'Basic Details' section. Under this section is the 'Enter Ticket Information' form. The form has two columns. The left column contains 'Title*' (text input with 'Tracking Mobile Devices'), 'Type*' (dropdown menu with 'Entity Control Resolution'), and 'Description' (text area with 'Effort to track Mobile Devices'). The right column contains 'Owner' (dropdown menu with 'Administrator Administrator'), 'Planned Start' (date input with '2013-06-14'), 'Planned End' (date input with '2013-06-26'), 'Priority' (dropdown menu with 'High'), and 'Risk' (dropdown menu with 'High'). A legend '* = required' is located at the top right of the form. At the bottom of the window are 'Cancel' and 'Finish' buttons.

4. Enter Title and Description. Select Type, Owner, Priority, and Risk. Also specify Planned Start and Planned End dates. For information about the description of the fields in the **New Ticket** wizard, see [Setting General Ticket Information](#).
5. Click **OK**.

A new ticket is created and displays in the My Tickets folder. Next, [link the ticket to an entity](#).

You can create a ticket for a finding using the **Tickets** tab on the finding details page, and for a vulnerability using the

Affected Entities tab on the vulnerabilities details page, and for an incident using the **Actions** and **Tickets** tab on the incidents details page. Creating a ticket manually, automatically marks the vulnerability as acknowledged. If the system (Affected Entities Notification Sender job) creates the ticket automatically, an unacknowledged vulnerability remains unacknowledged.