About the Tickets Page

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

- Create a new ticket;

- Synchronize the changes made to the ticket workflow;

- Delete a ticket ; and

- Open a ticket to view the details and to perform the following tasks:
    - Update the general information .

    - Transition the workflow .

    - Add comments.

    - Manage attachments.

    - Link or detach entities and vulnerabilities .

    - View workflow history and changes.

When you access the **Tickets** page, you can view all tickets that need your attention, as well as all closed tickets. Tickets can be filtered using **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 tickets in the Review stage.

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.