Link a Ticket to an Entity

Links between entities and tickets are permanent. Links map workflow stage stakeholders to entity ownership types and allow you to run reports on entities and their corresponding tickets.

The Default Ticket Workflow assigns stage stakeholders based on their entity ownership type. To automatically assign ownership of the tasks related to the ticket process, you must link the entity or entities to which the ticket applies.

Links to incidents display on the **Ticket** > **Link** page. You can link tickets to incidents from the **Home** > **Incidents** page.

To link a ticket to an entity:

1. Go to **Home** > **Tickets.**

2. Select a ticket you want to link, then click **Details**.

3. Open the **Linked To** section.

4. Click **Add Entities**.

5. Select a type of entity and click **Search**.

6. Select an entity and click the down arrow to move it to the **Selected Entities** field.

7. Click **OK**.

The ticket is now linked to the entity. If you are creating a new ticket, move it to the first stage of the workflow process as described in Transitioning a ticket to the next stage .

You can view which vulnerabilities relate to which entities on a ticket in the **Vulnerability Instances** tab. This tab also allows users to mark specific instances as resolved.

1. Open a ticket.

2. Expand the **Linked To** section.

3. Click the **Vulnerability Instances** tab.