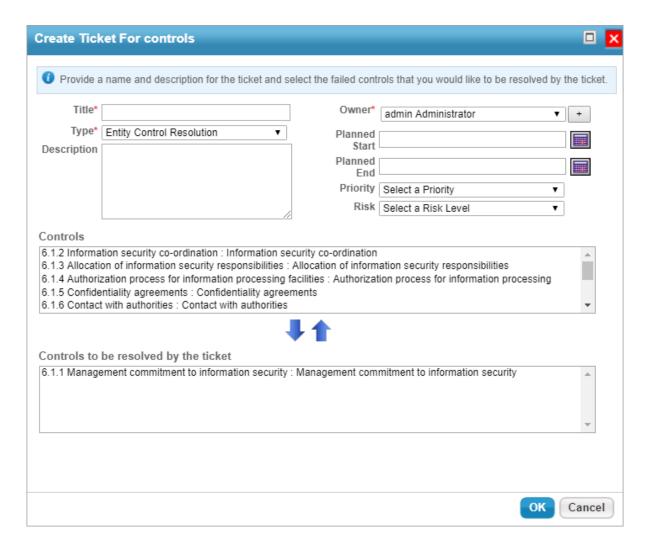
Creating a Ticket - Assessment

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.