**Starting and Transitioning the Ticket Process**

When you submit a ticket, the ticket process begins in the first stage of the workflow. Only the current stage owner transitions the ticket to another stage. Ticket Administrators can assign the ticket to themselves and then move it to another stage.

The ticket type is mapped to a ticket workflow template. By default, all types are mapped to the Default Ticket Workflow. Each ticket has its own instance of the workflow. Workflow changes don't affect tickets after they start the workflow process. The user can apply workflow changes to tickets  manually with the link "Click here to attempt a synchronization."

## To transition a ticket:

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

2. Locate the ticket, select the ticket, and click **Details**.

3. Click **Workflow**.

   The Workflow page displays.

4. Click an action button, such as **Accept**, to transition to the next stage or **Reject** to send it back to the previous stage. The Comment window displays.

5. Enter your transition message and click **OK**.

The ticket moves to another stage and the comment is added to the ticket history.