Adding Tickets to Incidents

Tickets can be added to incidents to help track the organization's response to the event that initiated the incident.

To add a new ticket to an incident:

1. Click **Incidents > Incidents. The Incidents page displays.**

2. Use the navigation tree on the left to locate the dynamic folders containing the incident. Check the box next to the desired incident.

3. Click Details to display the details of the selected incident.

4. Click **Actions & Tickets. Under Incident Tickets, click New. See Creating a New Ticket.**

To add existing tickets to an incident:

1. Click Incidents > Incidents.

2. Use the navigation tree on the left to locate the dynamic folders containing the incident. Check the box next to the desired incident.

3. Click Details to display the details of the selected incident.

4. Click Actions & Tickets. Under **Incident Tickets**, click Add Tickets.

5. Search for applicable tickets by name or description. Click OK.