Assign a Ticket to Another User

Assigning a ticket to another user changes the ownership of current and subsequent workflow stages. You must have Ticket View and Ticket Manage permissions to view the **Delegate To** button to assign a ticket to another user.

To assign a ticket to another user:

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

2. Click the ticket you want to assign to another user, then click **Details**.

3. Click **Workflow**.

A ticket's workflow stages.

4. Click **Delegate To** to open the **Select User** window.

5. Locate the user or team that you want to assign, then click **OK**. You can select multiple users, if desired.

The ticket ownership will transfer from the old list of owners to the new list.