

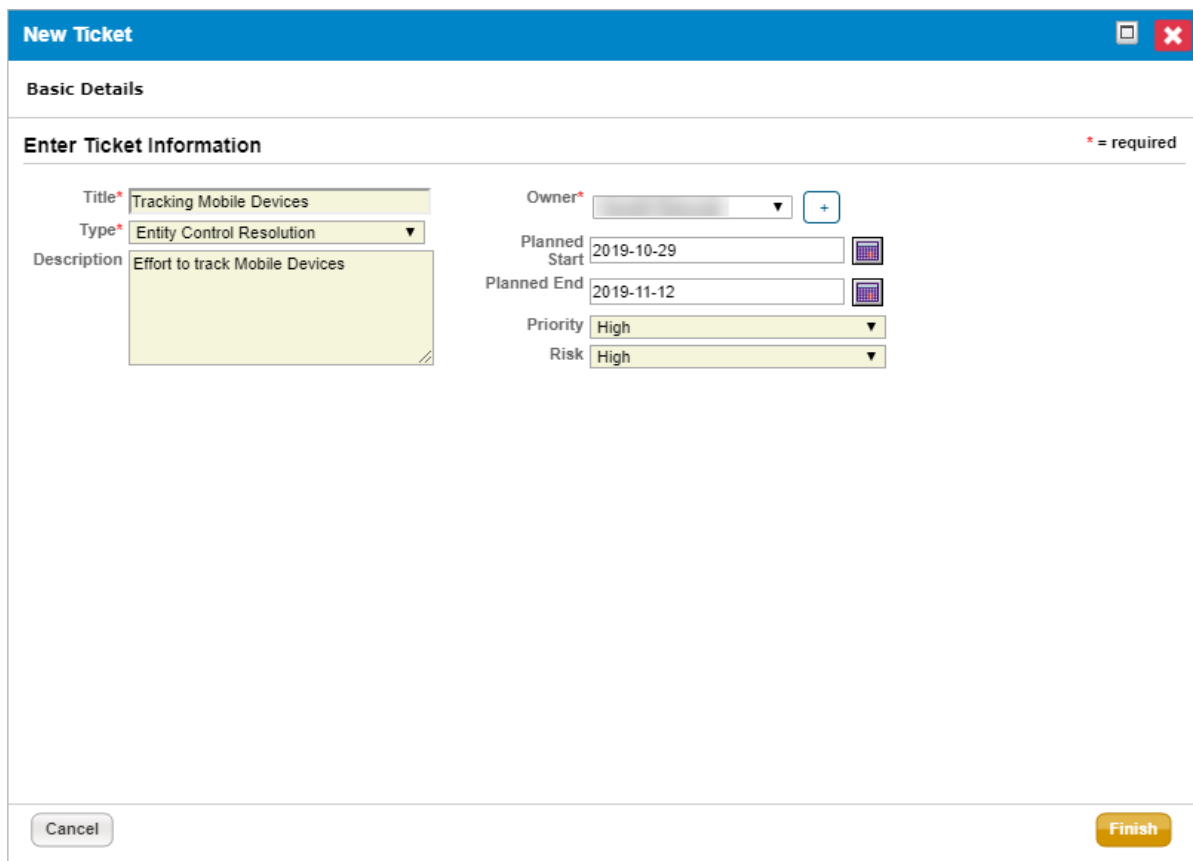
## Creating a New Ticket

Use tickets to assign tasks to system users and track progress. Create a ticket for each item that you want to track. For each task, the RiskVision solution creates a single ticket and sends the notification to all stakeholders of the initial stage. Each person views, modifies, and transitions the same ticket. Creating a new ticket requires you to have the Ticket View, Create or Manage permissions.

By default, all tickets use the Default Ticket Workflow template.

To create a new ticket:

1. Go to **Home > Tickets**.
2. Select the **My Tickets** folder.
3. Click **New**. The New Ticket window displays.



The screenshot shows a window titled "New Ticket" with a blue header bar. Below the header is a section labeled "Basic Details". Underneath is the "Enter Ticket Information" section, which includes a form with the following fields:

- Title\***: Tracking Mobile Devices
- Type\***: Entity Control Resolution
- Description**: Effort to track Mobile Devices
- Owner\***: (empty dropdown menu)
- Planned Start**: 2019-10-29
- Planned End**: 2019-11-12
- Priority**: High
- Risk**: High

At the bottom of the window, there are two buttons: "Cancel" on the left and "Finish" on the right. A legend in the top right corner of the form area indicates that an asterisk (\*) denotes a required field.

*The New Ticket window.*

4. Enter Title and Description. Select Type, Owner, Priority, and Risk. Also, specify Planned Start and Planned End dates. For information about the description of the fields in the **New Ticket** wizard, see [Setting General Ticket Information](#) .
5. Click **OK**.

A new ticket is created and displays in the My Tickets folder. Next, [link the ticket to an entity](#) .

You can create a ticket for a finding using the **Tickets** tab on the finding details page, and for a vulnerability using the **Affected Entities** tab on the vulnerabilities details page, and for an incident using the **Actions** and **Tickets** tab on the

incidents details page. Creating a ticket manually, automatically marks the vulnerability as acknowledged. If the system (Affected Entities Notification Sender job) creates the ticket automatically, an unacknowledged vulnerability remains unacknowledged.