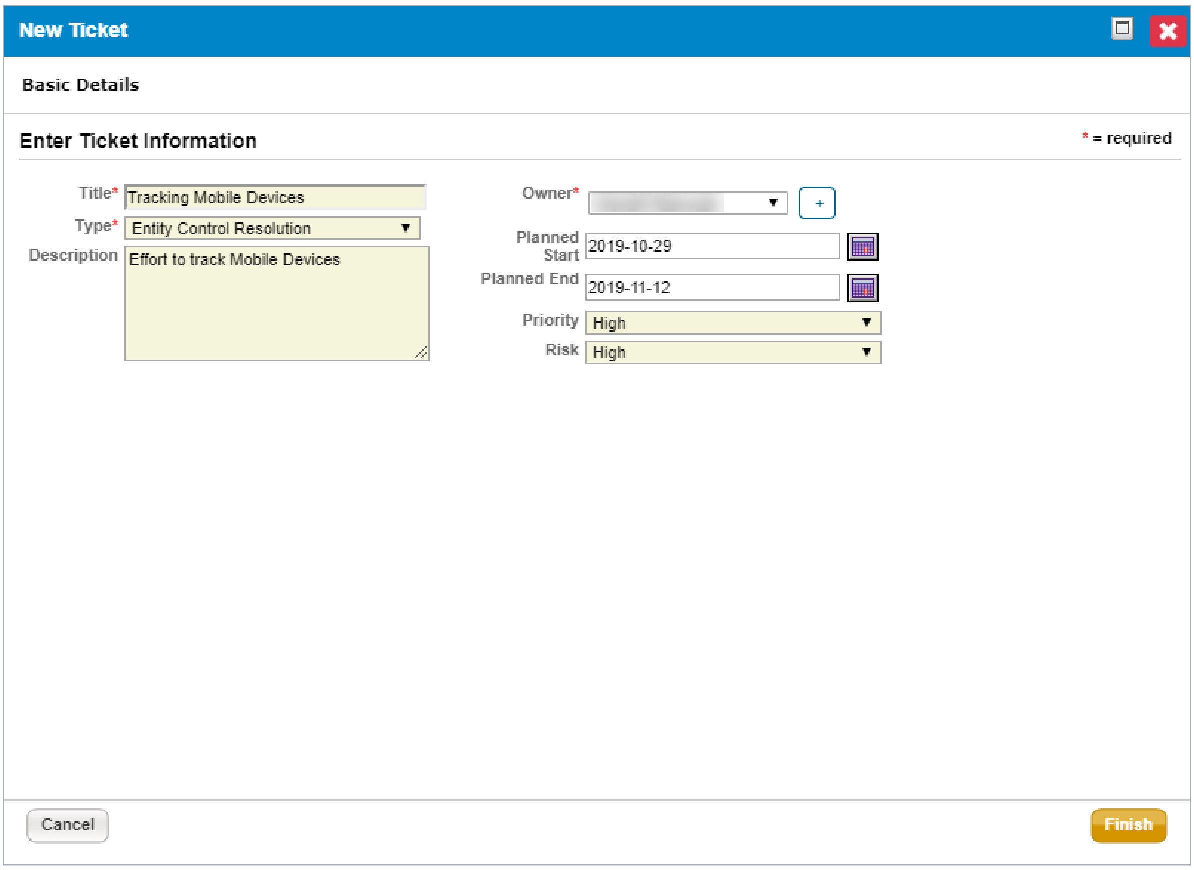
# Creating a New Ticket

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 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.