

About Tickets Page

The **Tickets** page is a grid consisting of tickets in which you are a stakeholder. If you own the responsibility of managing the tickets in your organization, you can view all of the tickets irrespective of the ownership. Depending on the permissions, you can use the **Tickets** page to perform one or more tasks as described below:

- [Create a new ticket](#)
- Open a ticket to view the details and to perform the following tasks:
 - [Update the general information](#)
 - [Transition the workflow](#)
 - Add comments
 - Manage attachments
 - [Link or detach entities and vulnerabilities](#)
 - View workflow history and changes
 - Synchronize the changes made to the ticket workflow
 - [Delete a ticket](#)

When you access the **Tickets** page, you can view all the tickets that needs your attention as well as the closed ones. For your convenience, the tickets can be segregated using the groups: **By Status, Stage, Type** and **My Tickets Delegated To Others** so that you can view the relevant tickets in one view. For example, you can click the Review group under the Tickets tree to work on the tickets that entered the review stage.

The groups under **By Stage** appear only when tickets enter a particular stage. For example, if there are tickets in the "New" and "Assigned" stages, only those stage groups appear to the stakeholder.