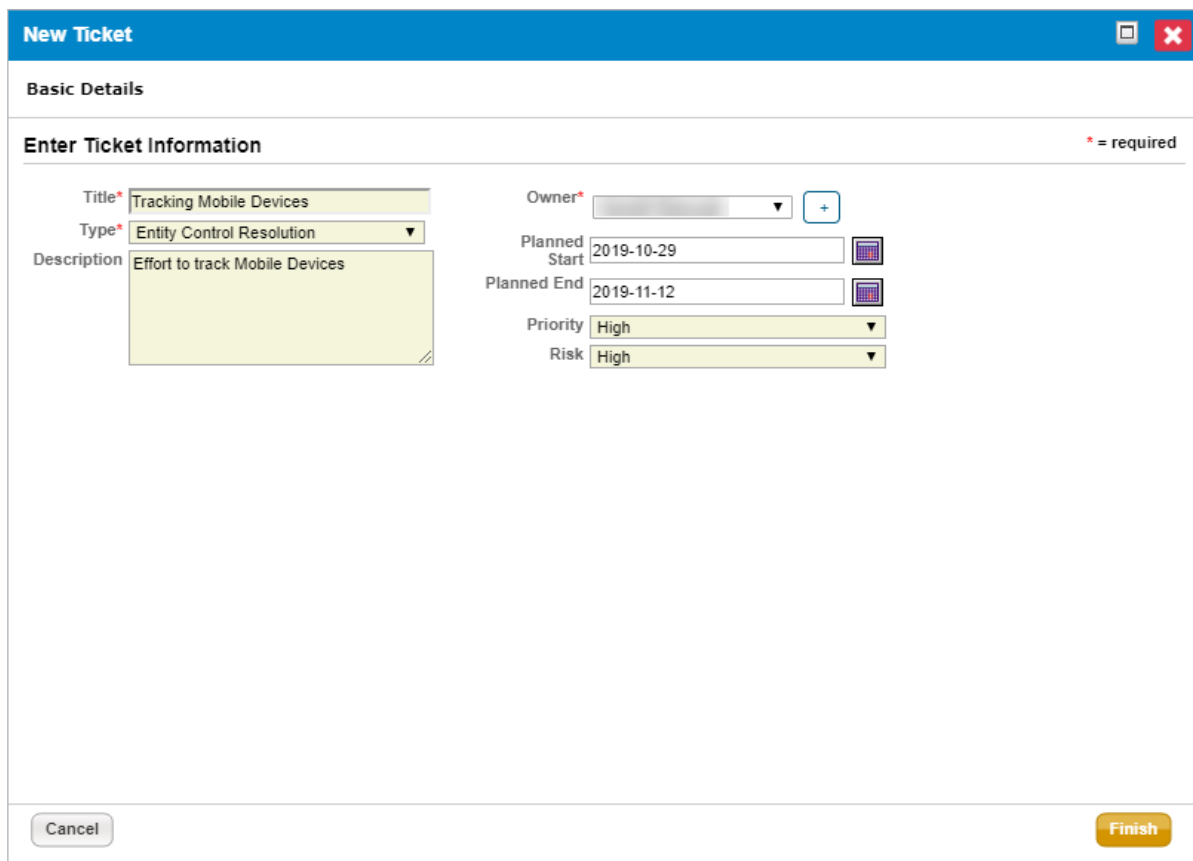# Creating a New Ticket

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.