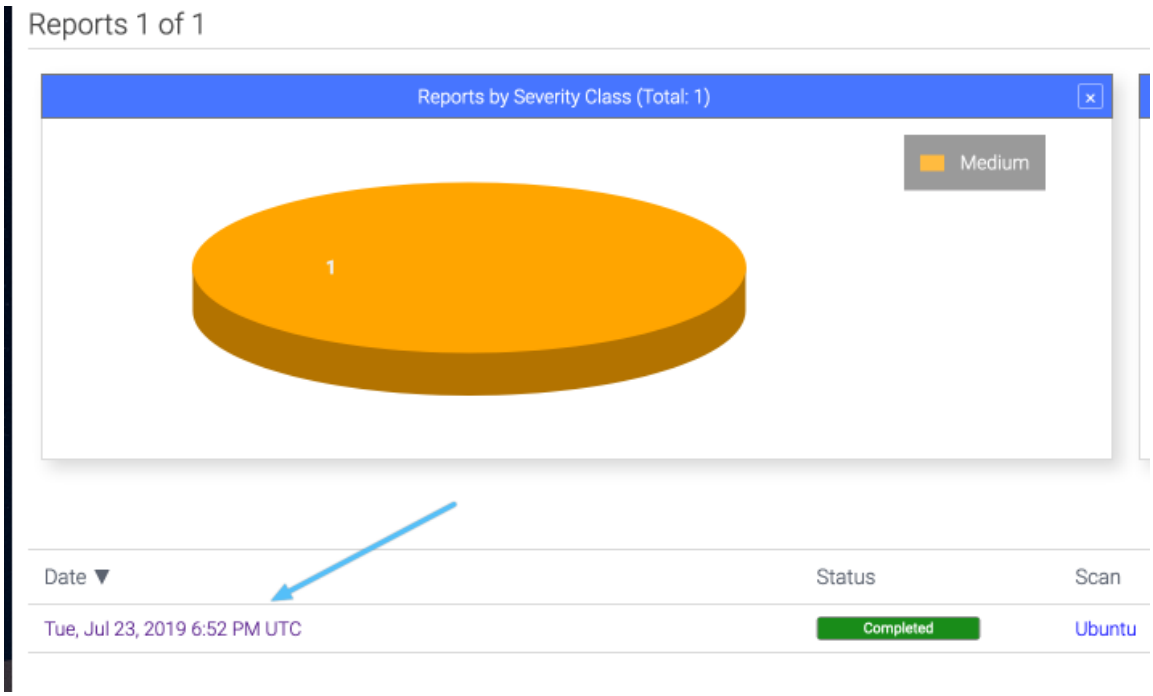
# Remediation Tickets

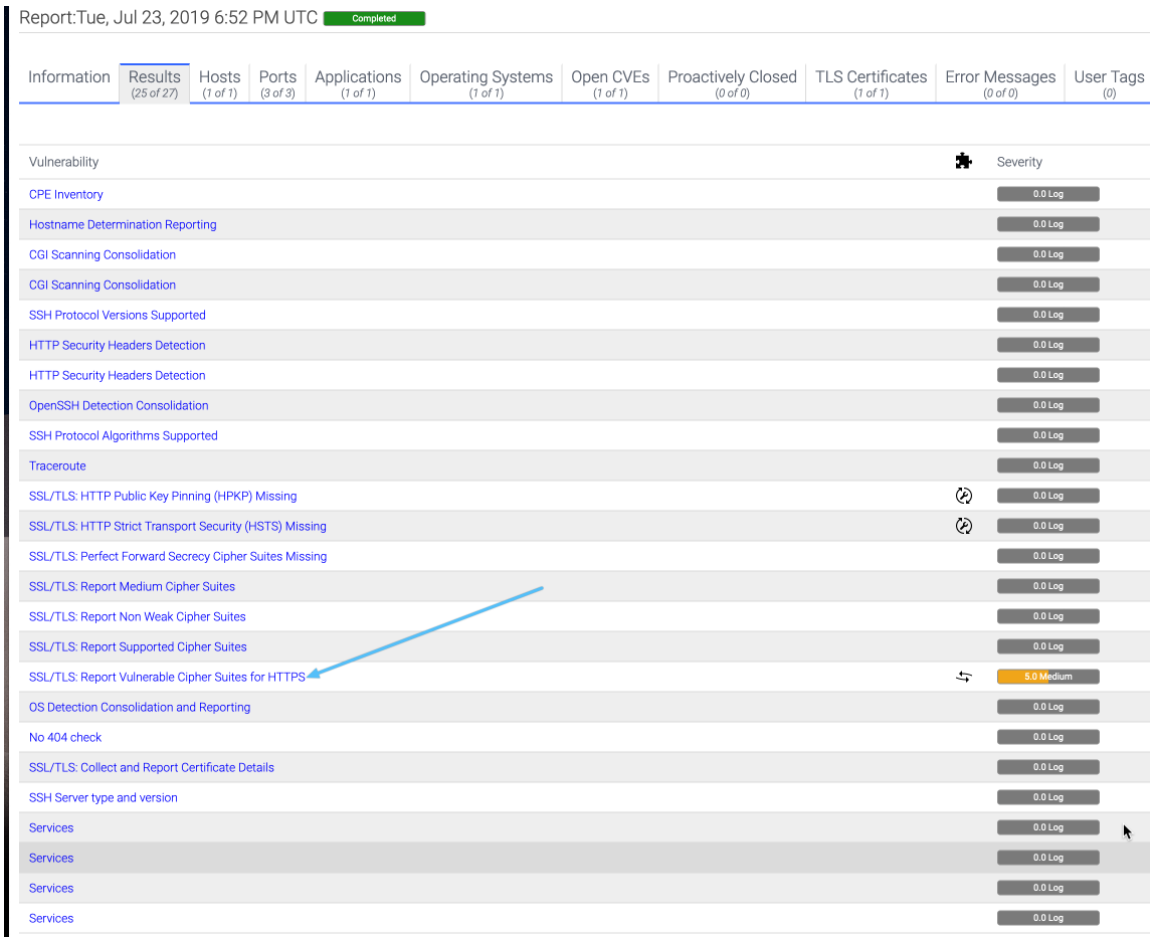
## How to Create Tickets

To create and assign a ticket in the top navigation bar, click **Vulnerability Management > Reports** and select a report.

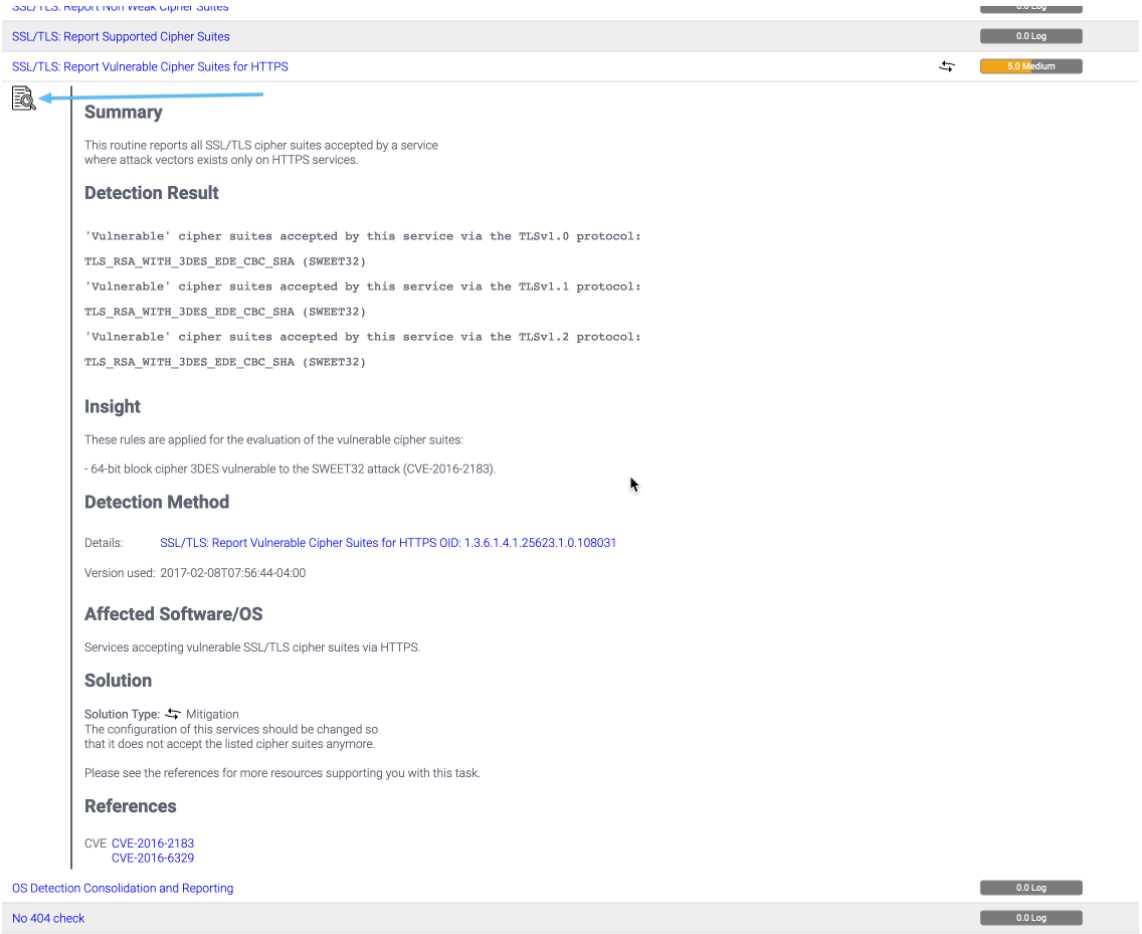



> **Tip**
>
> You can access the vulnerabilities from the **Vulnerability Scanning > Scans**.

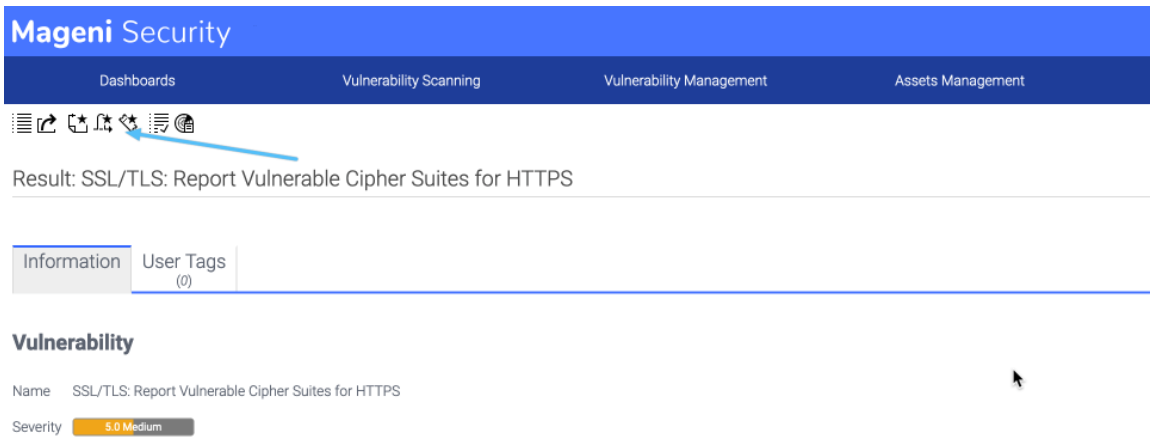
The Results page will show up and you can click on the vulnerability:



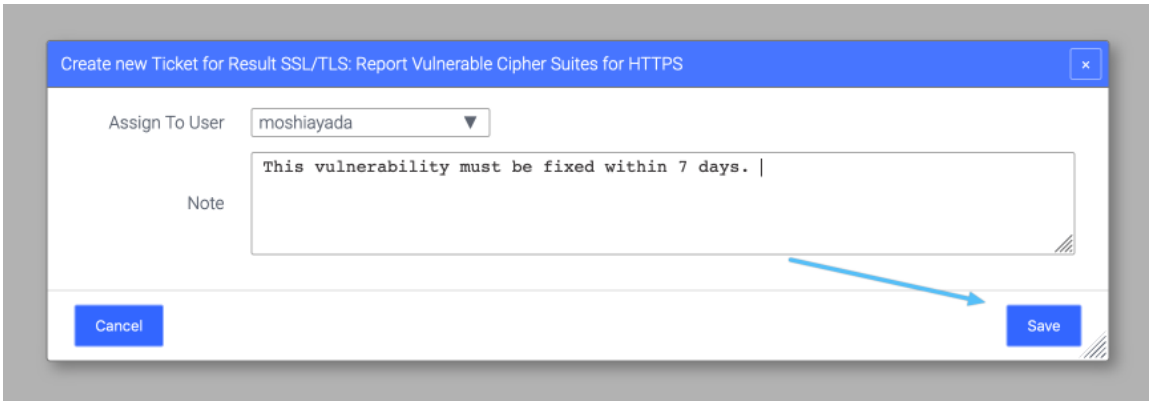

The **Details** window appears. From there, you can select the vulnerability that you want to open a ticket for:




The **Vulnerability** window appears. From there, you can click on the button **Create Ticket**:



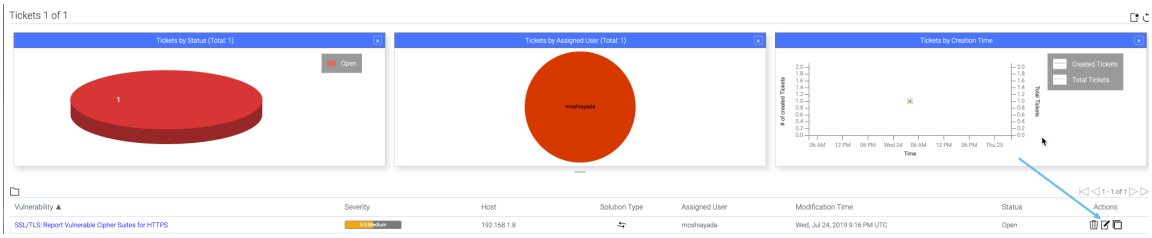

The **Create New Ticket** window appears. Now you can assign the ticket to an user and add a comment. Click on the **Save** button to save the new ticket:



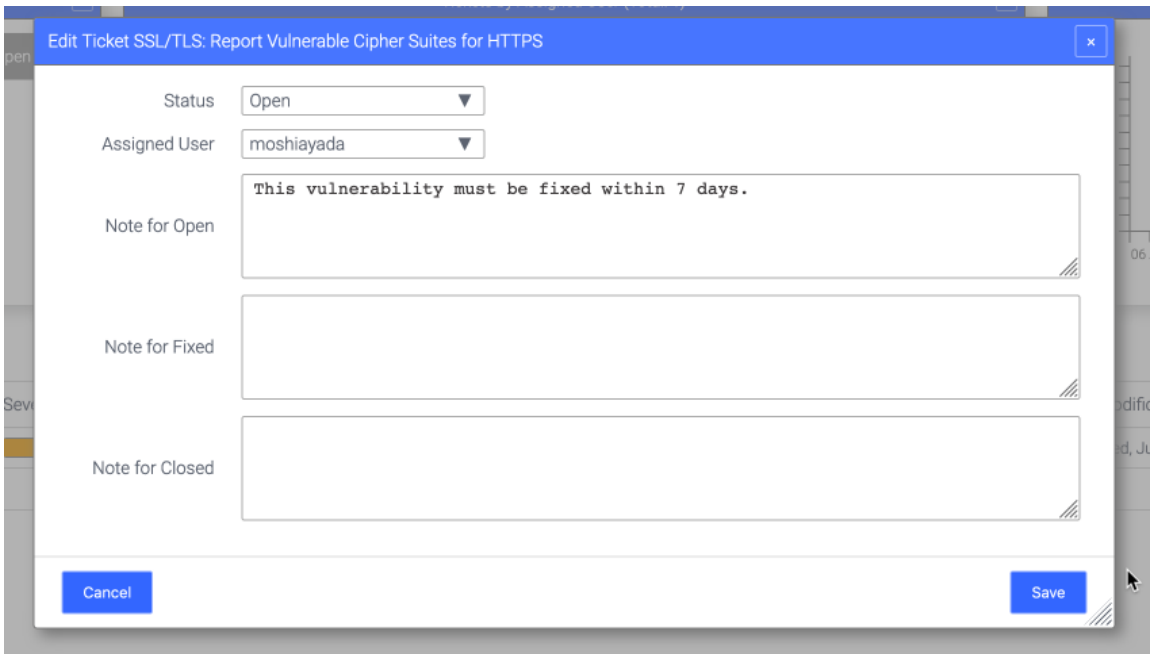

# Remediation Ticket Dashboard

## Dashboard

In the top navigation bar, click **Vulnerability Management > Remediation Tickets**. The Dashboard page will show up and you can click on **Edit Ticket** button to edit the ticket:




The **Edit Ticket** window appears. There you can change the status of the ticket from Open to Fixed or Closed.




## Understanding the Terms

**New Scan Window**

1. **Open:** It is a ticket whose vulnerability has not been fixed or closed.
2. **Fixed:** You fixed the vulnerability.
3. **Closed:** The vulnerability was closed.
4. **Notes for Open:** Notes that you can create when you open a ticket.
5. **Notes for Fixed:** Notes that you can create when the ticket have been fixed.
6. **Notes for Closed:** Notes that you can create when the ticket have been closed.