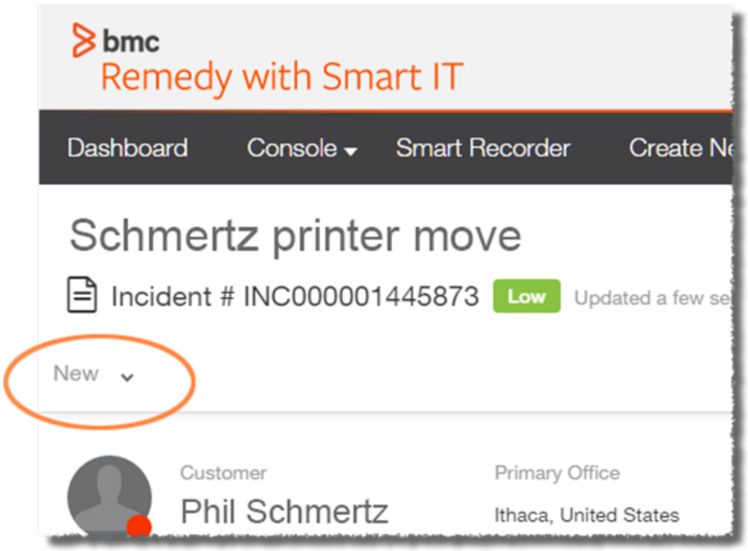
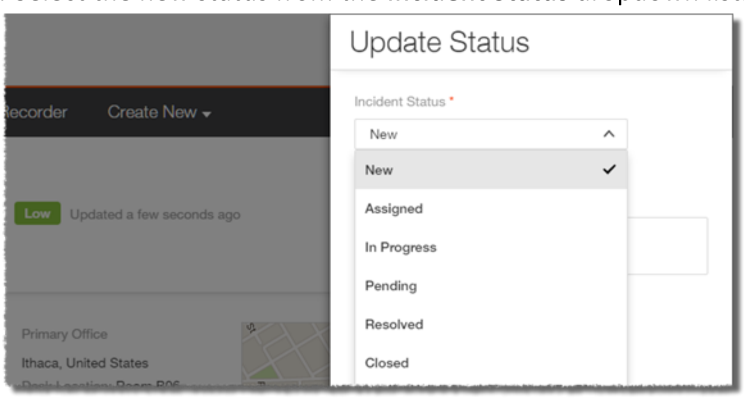
Updating Ticket Status

1. After opening the detailed view of the ticket, you'll see current status (New, Assigned, Pending, etc.) just below the title and incident number.
2. Click the current status. An **Update Status** pane will open.



3. Select the new status from the **Incident Status** dropdown list.



4. If you select **Pending, Resolved, Closed** or **Cancelled** you will be required to enter a **Status Reason**.
5. When you select **Resolved** or **Closed**, you will also need to enter a **Resolution Note**. The resolution note will be part of the notice that goes to the customer.
6. After you have filled out the status fields, click Save.