## **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.

	Update Statu	S
lecorder Create New <del>v</del>	Incident Status *	^
Low Updated a few seconds ago	New Assigned In Progress	~
Primary Office Ithaca, United States Body Leasting, Deep R06	Pending Resolved Closed	

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.