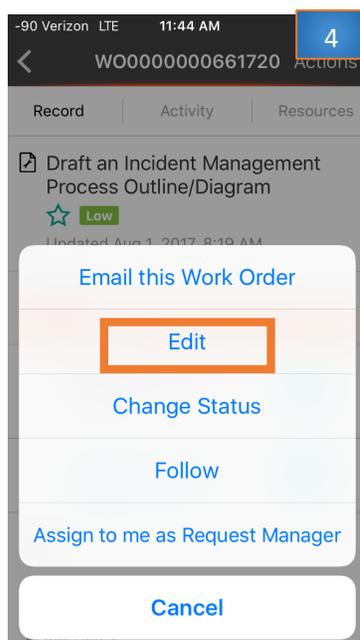
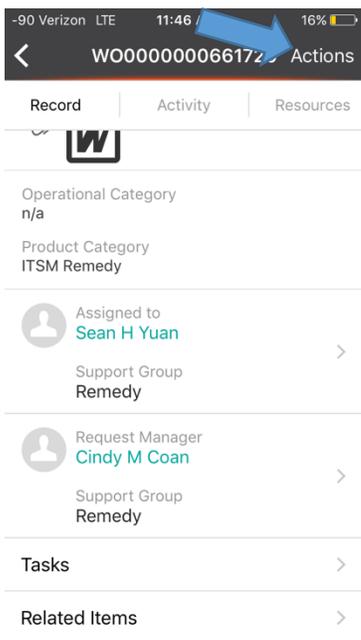
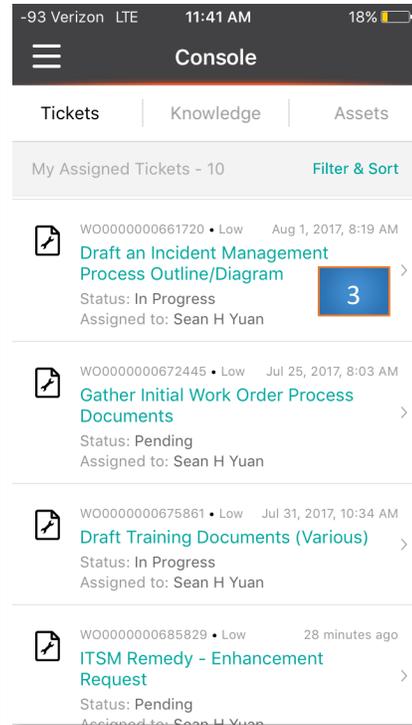
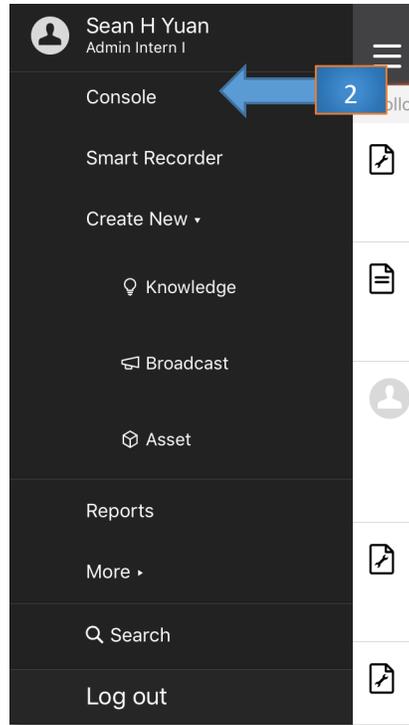
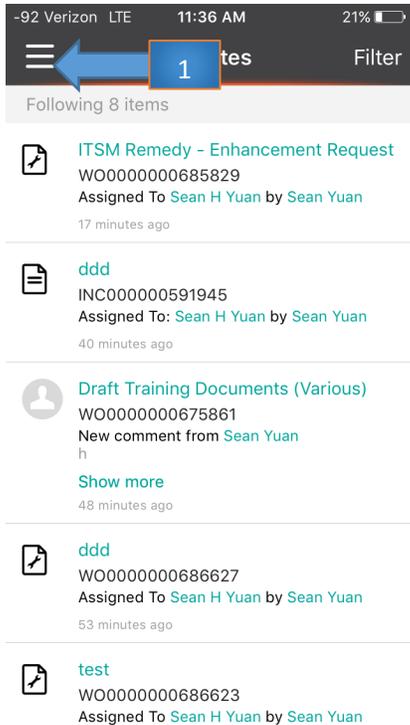


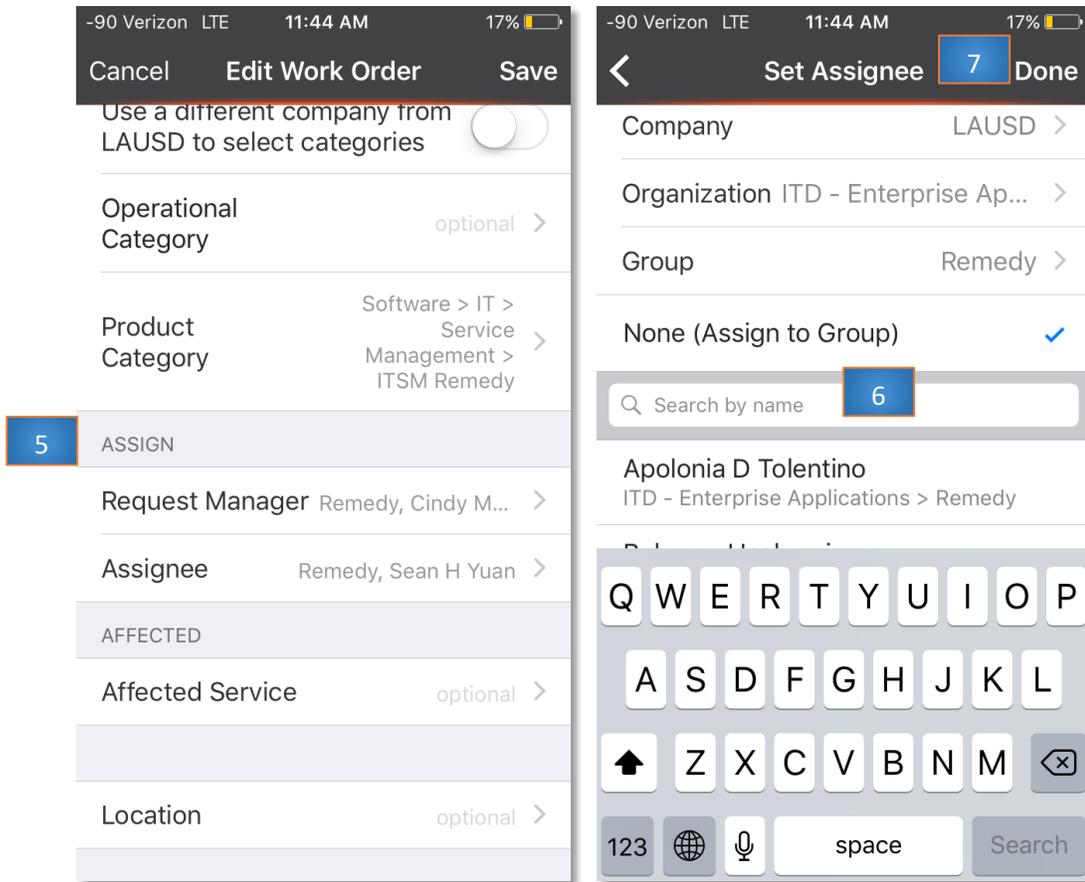
Assigning Tickets

- After you create a ticket, you can change the details or add new information to it.
 - Keeping the information in a ticket up-to-date helps you to make better informed decisions about how to manage the ticket, keeps your personal and group statistics up-to-date, and helps keep the affected customer informed about the progress of the ticket.
1. Open the SmartIT Mobile application and select the main menu at the top left-hand corner.
 2. Click on the Console.
 3. Select the ticket that requires assignment/re-assignment (tickets can also be assigned at the point of ticket creation).



4. Press the **Actions** button at the top right hand corner and pick “Edit” in the options pop-up.

5. Scroll down to the section labeled **Assign** and select either Request Manager or Assignee.



6. Set the new assignee by searching or using the filters available.
7. Press the **Done** button to save changes.