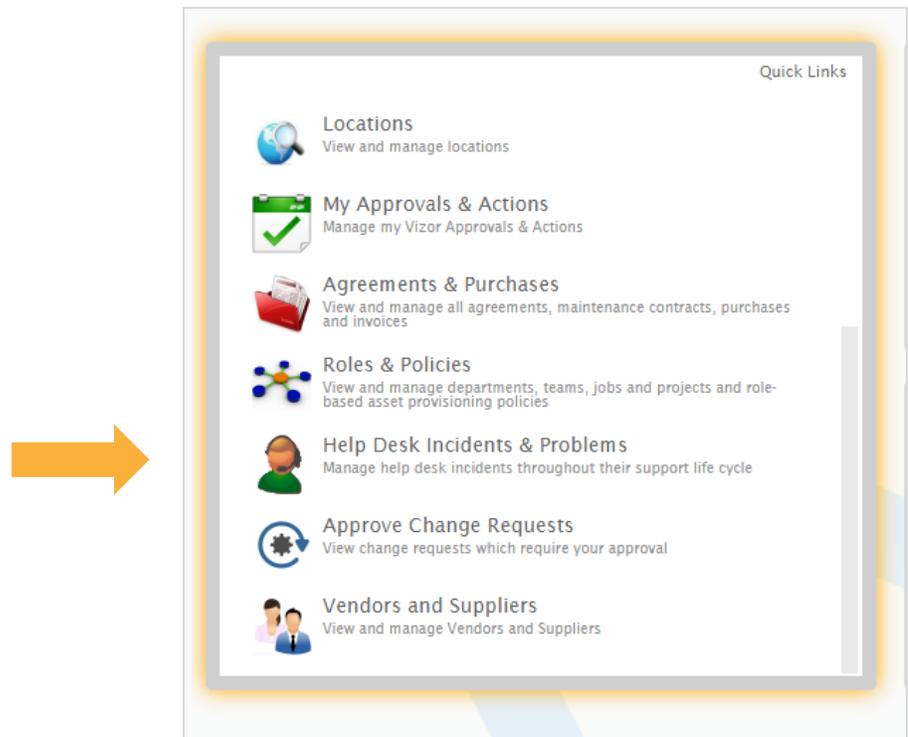
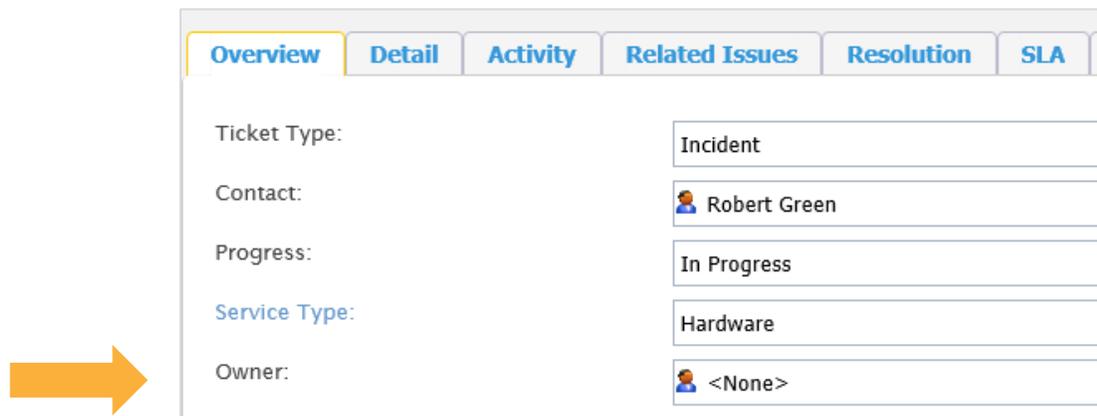


Manually Assign a Ticket

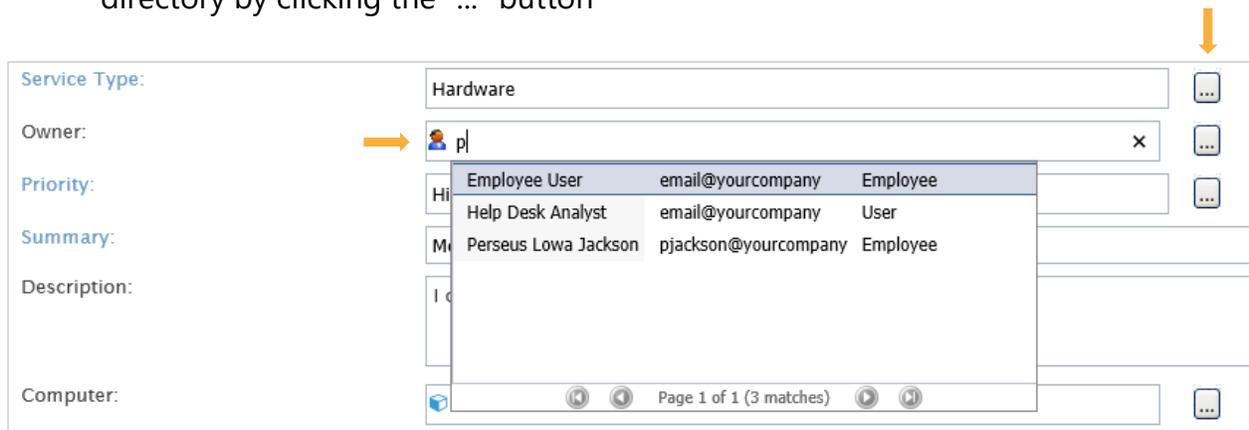
1. Go to your homepage
2. Click the *Help Desk Incidents & Problem* Link



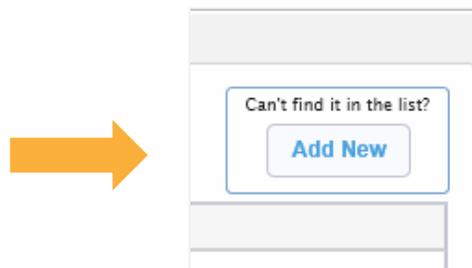
3. Find the ticket you want to assign by using a query or typing in the search bar
4. Open the ticket and locate the *Owner* field.



5. Start typing the name of the person you want to assign the ticket to or search the directory by clicking the "... " button



6. Click on the person you want to assign it to and press *OK* at the bottom right of the screen
7. The ticket is now assigned
8. If you cannot find an employee in list you can add them manually by pressing the "... " button next to the field
9. In the new window, press *Add New* to add the new employee, fill out the necessary fields and press *Finish* to add the employee to the directory



10. Double click the new employee's name, click *OK*. The ticket will be assigned

Note: After setting up your own rules, assigning tickets can be done automatically in VIZOR. You can assign them by priority, service type and even a team within your department.