



5.2 Working with cards



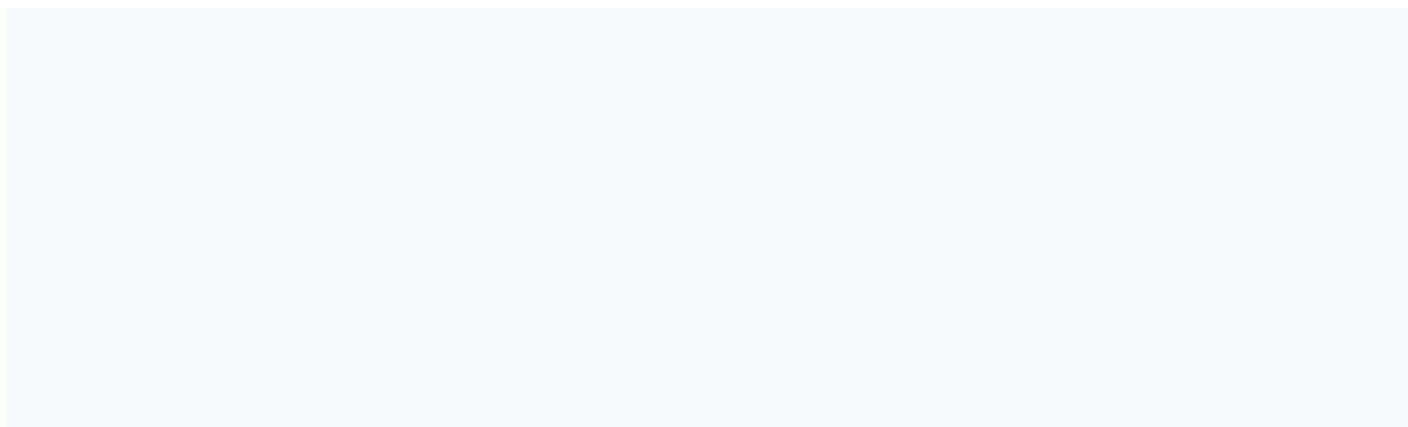
Part of the **Agile Project Management** manual — see also [1. Introduction](#), [2. What's New](#), [3. Scope](#), [4.1 General setup](#), [4.2 Labels](#), [4.3 Project task templates and checklists](#), [4.4 Notifications](#), [5.1 The board](#), [5.3 Project task cards](#), [5.4 Ticket cards](#), [5.5 Labels](#), [6. Troubleshooting](#).

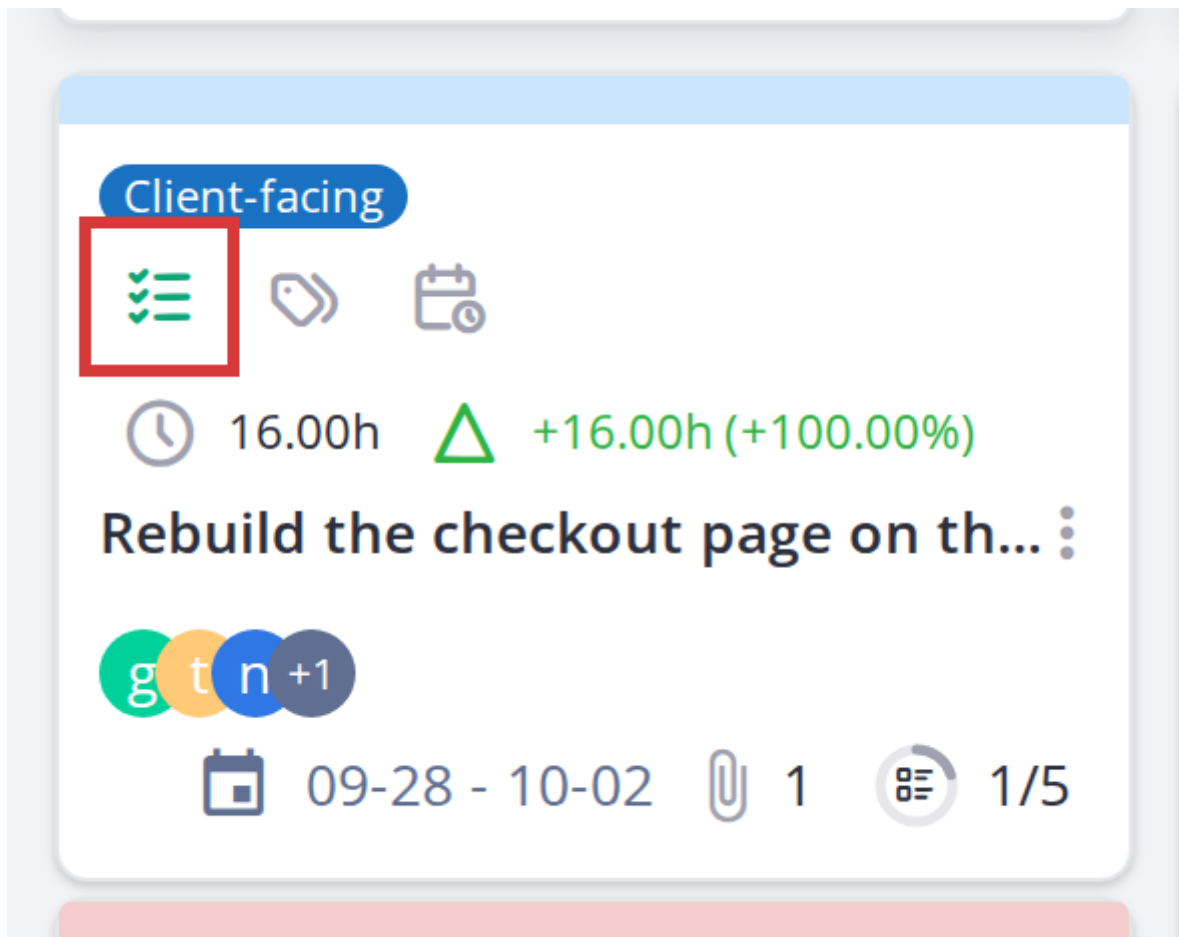
5.2.1 Task cards and ticket cards

The board shows two kinds of card. Task cards are the project's tasks and are edited on the board. Ticket cards are tickets linked to the project, or to one of its tasks, and are mostly edited in GLPI's own ticket form.

5.2.1.1 Task icon

A teal checklist icon in the card's top row marks the card as a **project task**, as opposed to a ticket. It is the same icon GLPI uses for project tasks elsewhere, so a card is identifiable as a task without reading anything else on it. Ticket cards show their own icon in this position instead — see the next step.

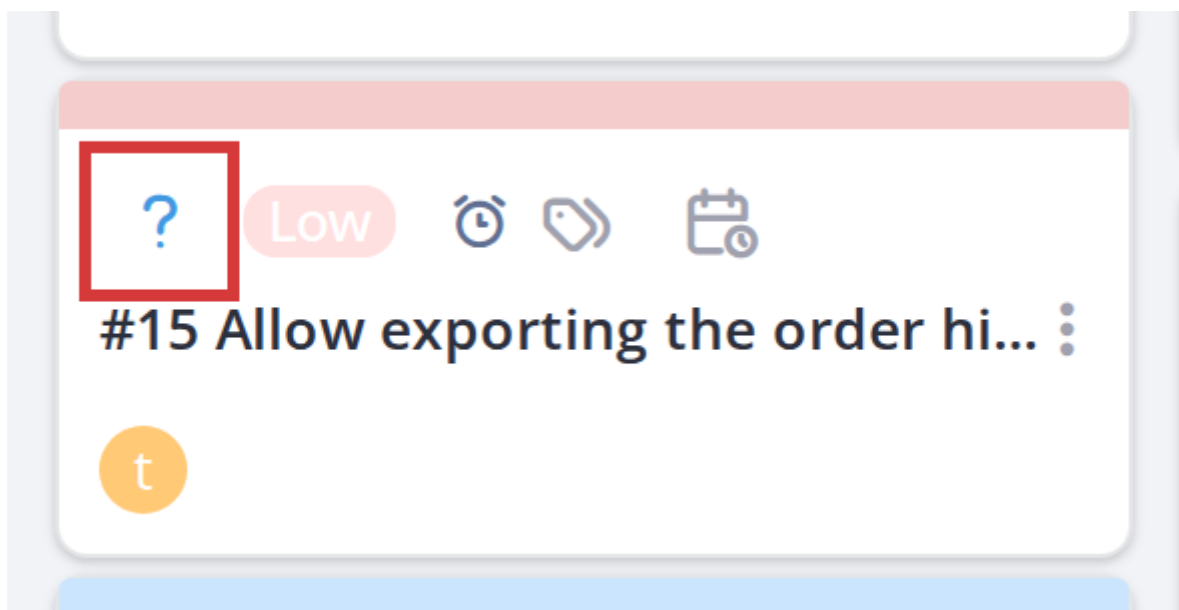




The teal task icon distinguishes a task card from a ticket card

5.2.1.2 Ticket type icon

A red exclamation circle (⚠) indicates an Incident ticket; a blue question mark (?) indicates a Request. These appear at the top of ticket cards.



Note: Task cards and ticket cards are colour-coded by background: the task background colour (configured in Setup > General options) for tasks, and the ticket background colour for tickets. This makes them easy to tell apart at a glance.

5.2.2 Card detail modal

Click any card to open its detail panel. In modal mode (the default), the panel is a popup window; in docked mode, it opens in a sidebar on the right. Either way, the form and available actions are the same.

5.2.2.1 Open a card

Click a card on the board. Its detail modal opens, showing the card's title, description, assigned user(s), dates, type, status, comments and attachments.



#1 WEB-REVAMP - #3

8.00h

6.50h

+1.50h (+18.75%)

×

Urgent

Blocked

Client-facing

Regression

1

1/2

4

Cancel

Save

Name *

Fix intermittent 502 errors on the customer portal login

Description *

Reported by several customers at peak hours. Upstream PHP-FPM workers are saturating; confirm the pool sizing before changing timeouts.

Checklist

No items yet.

Add an item

Tickets

#2 Product images fail to load on mobile Safari

1.50h

#14 Add a dark mode toggle to the settings page

2.00h

Link tickets

Followups

tech

Sep 22 2026 04:40

Traced to the PHP-FPM pool hitting max_children at 18:00. Raising it on staging first.

UM

Add a comment...

Percent done 35%

duM

demo user Manual

×

Group

Manual demo team

×

Planned start date

09/21/2026

Planned end date

09/24/2026

Planned duration

08h00

Type

Support

Real start date

09/23/2026

Real end date

Effective duration (h)

3.00

Tickets duration (h)

3.50

Files

Drop files here or [select files](#)

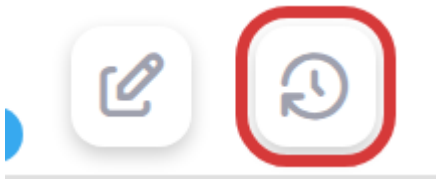
5.2.2.2 Buttons and counters in the window

The buttons at the top of the window show and hide its sections. The **Followups**, **Checklist**, **Tickets** and **Labels** icons carry a counter and share one colour code:

- **Grey, no counter**: the section is empty.
- **Orange**: the section has content but is hidden.
- **Blue**: the section is shown.

The **Historical** button opens the task or ticket in GLPI on its **Historical** tab, in a new browser tab. Every board action is recorded there, including checklist changes and team members added from

the board; for a task, the effective duration shown is the one the board keeps. The button is shown only to users allowed to see the Historical tab.



5.2.2.3 Close the modal

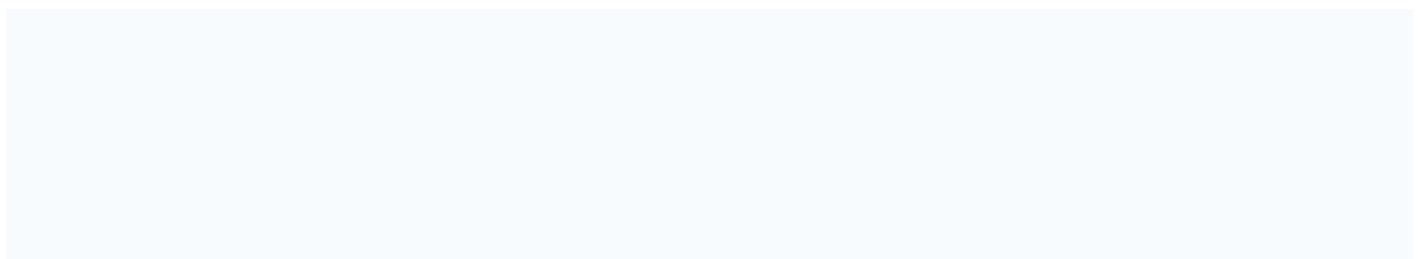
Click **Cancel** at the bottom right of the modal (or the X button in the title bar) to close it without saving.

“ **Note:** Fields you can't edit are greyed out and locked, with a tooltip saying why. Modal editing is the default view. You can switch to docked editing (sidebar on the right) using the pin icon in the toolbar, which you may prefer for larger screens.

5.2.3 Followups

5.2.3.1 Add a followup, or hide the followups

The **Followups** section at the bottom of the card window lists the card's comments. Type a new one in the text box and click **Send**. For a ticket card it becomes a followup of the ticket. The followups button in the window's button bar shows how many there are and hides or shows the section, which keeps a long discussion out of the way while you edit the card; the choice is remembered. A new comment triggers the **New Comment** notification.



#1 WEB-REVAMP - #3 8.00h 6.50h +1.50h (+18.75%)

Urgent Blocked Client-facing Regression

1

1/2

4

Cancel

Save

Name *

Fix intermittent 502 errors on the customer portal login

Description *

Reported by several customers at peak hours. Upstream PHP-FPM workers are saturating; confirm the pool sizing before changing timeouts.

Checklist

No items yet.

Add an item

Tickets

#2 Product images fail to load on mobile Safari 1.50h

#14 Add a dark mode toggle to the settings page 2.00h

Link tickets

Followups

tech

Sep 22 2026 04:40

Traced to the PHP-FPM pool hitting max_children at 18:00. Raising it on staging first.

UM

Add a comment...

Percent done 35%

User

demo user Manual

Group

Manual demo team

Planned start date

09/21/2026

Planned end date

09/24/2026

Planned duration

08h00

Type

Support

Real start date

09/23/2026

Real end date

Effective duration (h)

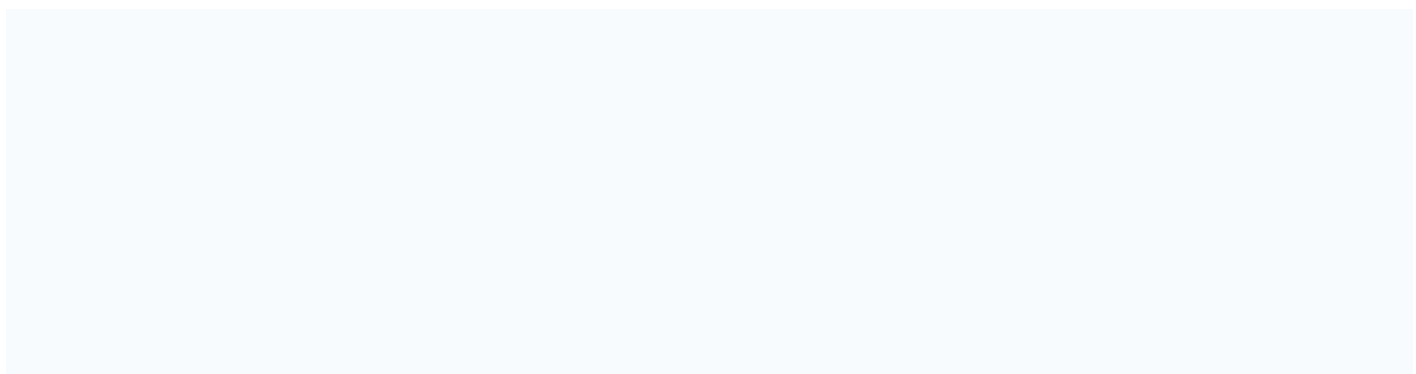
3.00

Tickets duration (h)

3.50

Files

Drop files here or [select files](#)



#1 WEB-REVAMP - #3 8.00h 6.50h +1.50h (+18.75%)

Urgent Blocked Client-facing Regression

1

1/2

4

Cancel Save

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Add a comment...

Percent done 35%

User

duM demo user Manual

Group

Manual demo team

Planned start date09/21/2026

Planned end date09/24/2026

Planned duration08h00

TypeSupport

Real start date09/23/2026

Real end date

Effective duration (h)3.00

Tickets duration (h)3.50

Files

Drop files here or [select files](#)

5.2.4.2 Discard changes

Click **Cancel** to close the modal without saving.

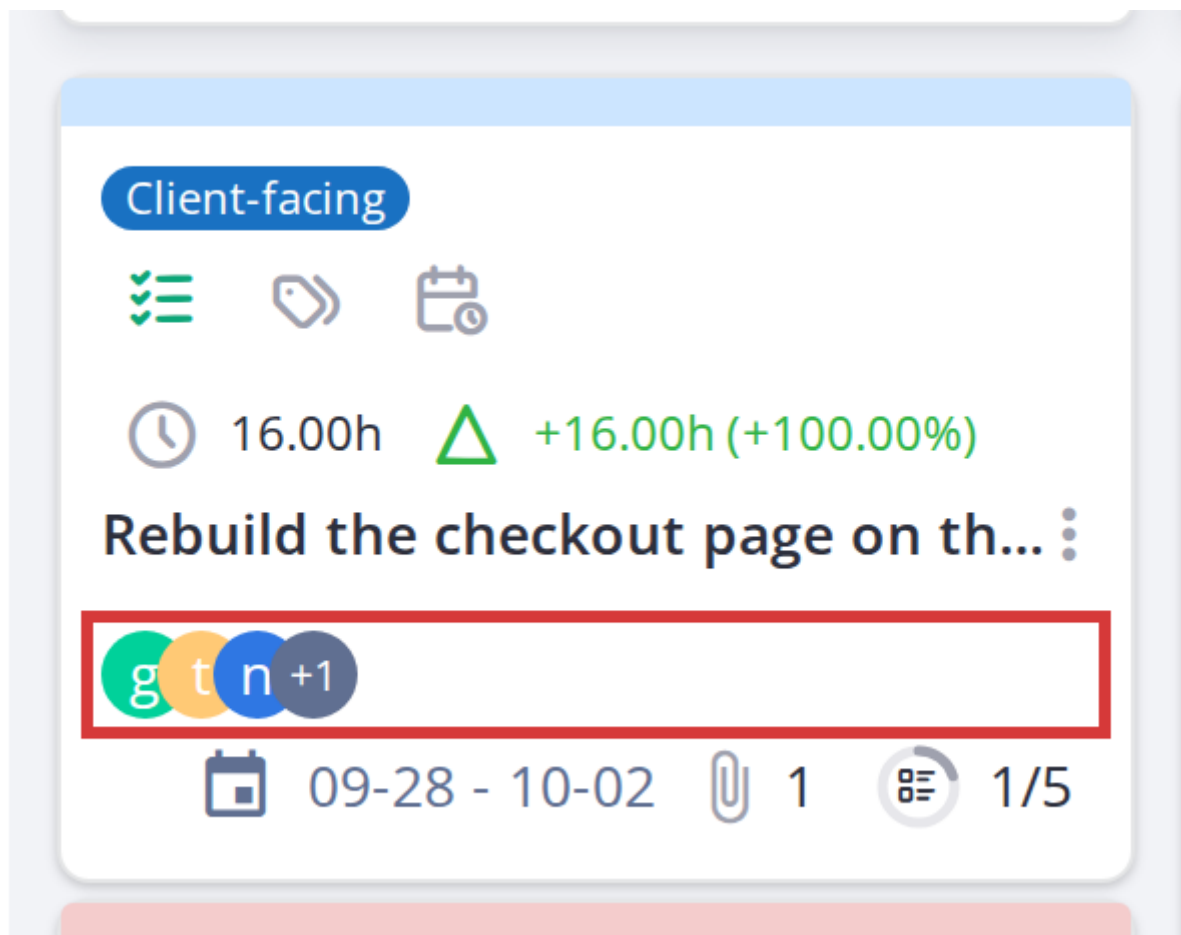
“ **Note:** The modal requires a title (name) for any new card. If you save without one, the form will highlight the missing field in red and prevent saving.

5.2.5 Icons shared by both kinds of card

These icons appear on task and ticket cards alike. Hover any of them for a tooltip.

5.2.5.1 Assigned user avatars

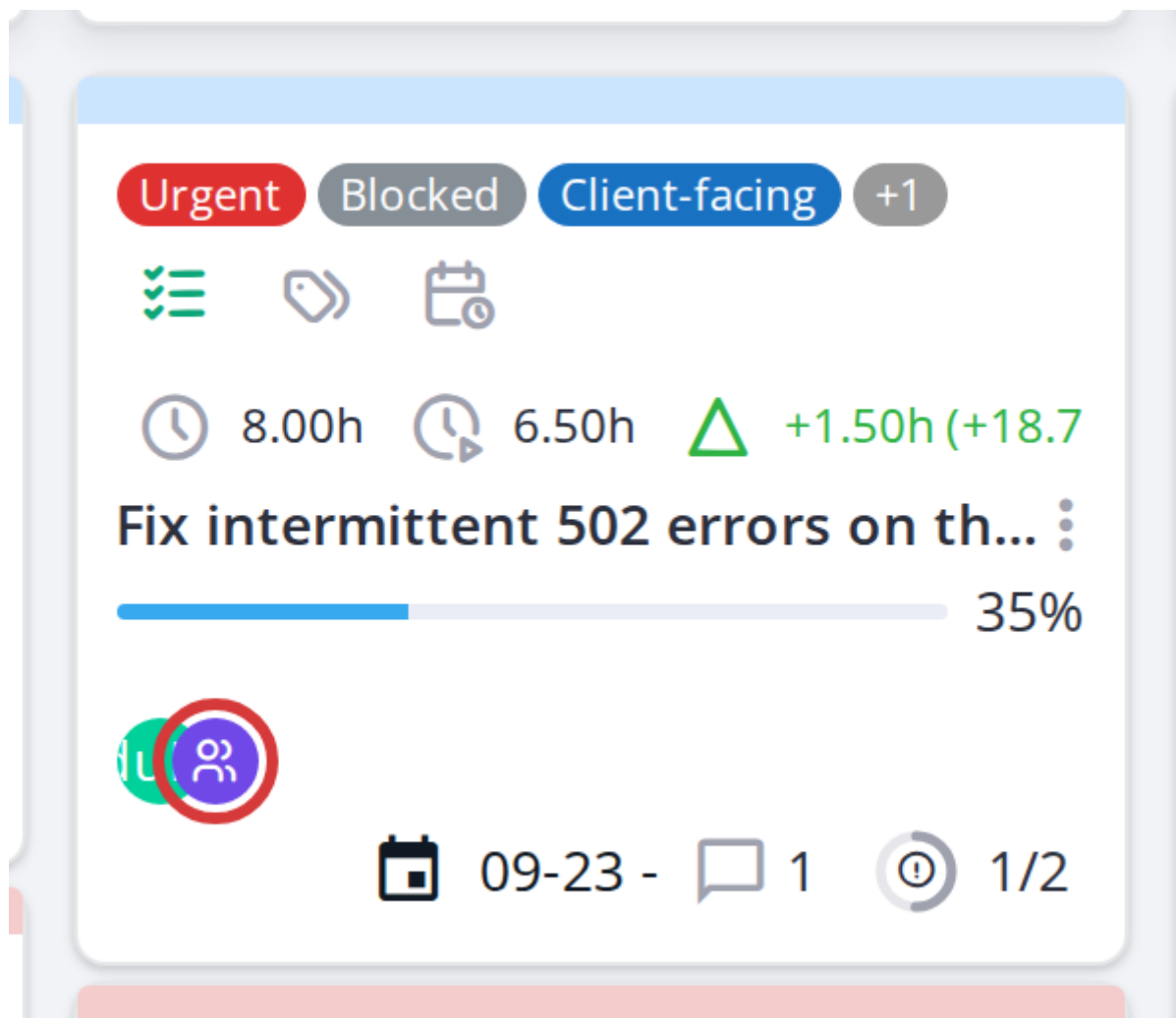
Small circular avatars along the bottom of the card show who the task is assigned to. A user with a profile picture is shown as that picture; a user without one is shown as their coloured initials, so people are still tellable apart. Avatars overlap to save space, and where more are assigned than fit, the last circle reads **+N** for the rest. Hover over any avatar for the full name.



Assigned users, shown as pictures or coloured initials

5.2.5.2 Assigned group avatars

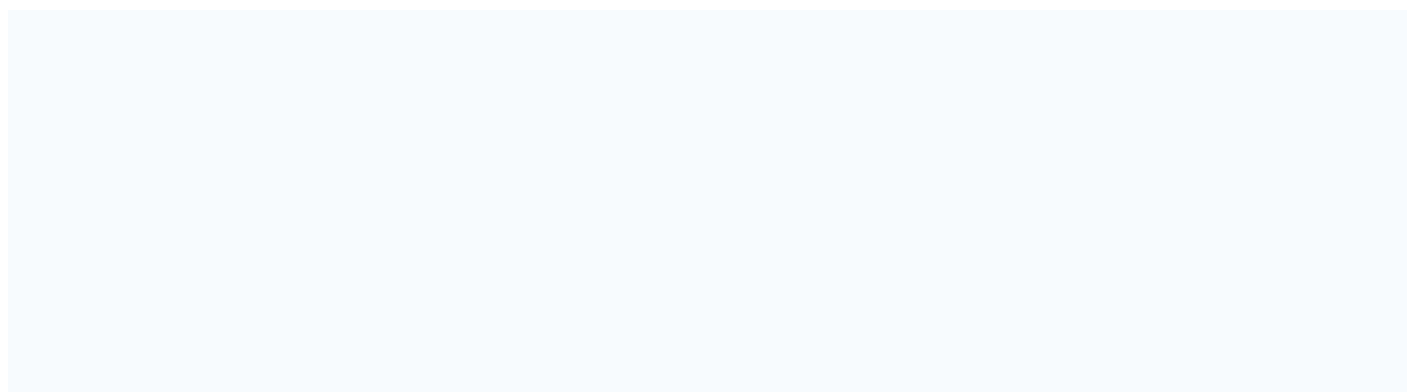
A group assigned to the task appears in the same row as the users, as a purple circle with a group icon rather than a picture or initials — so a group is never mistaken for a person. Hover over it for the group name. Groups are assigned from the card's editor, not from the card face.

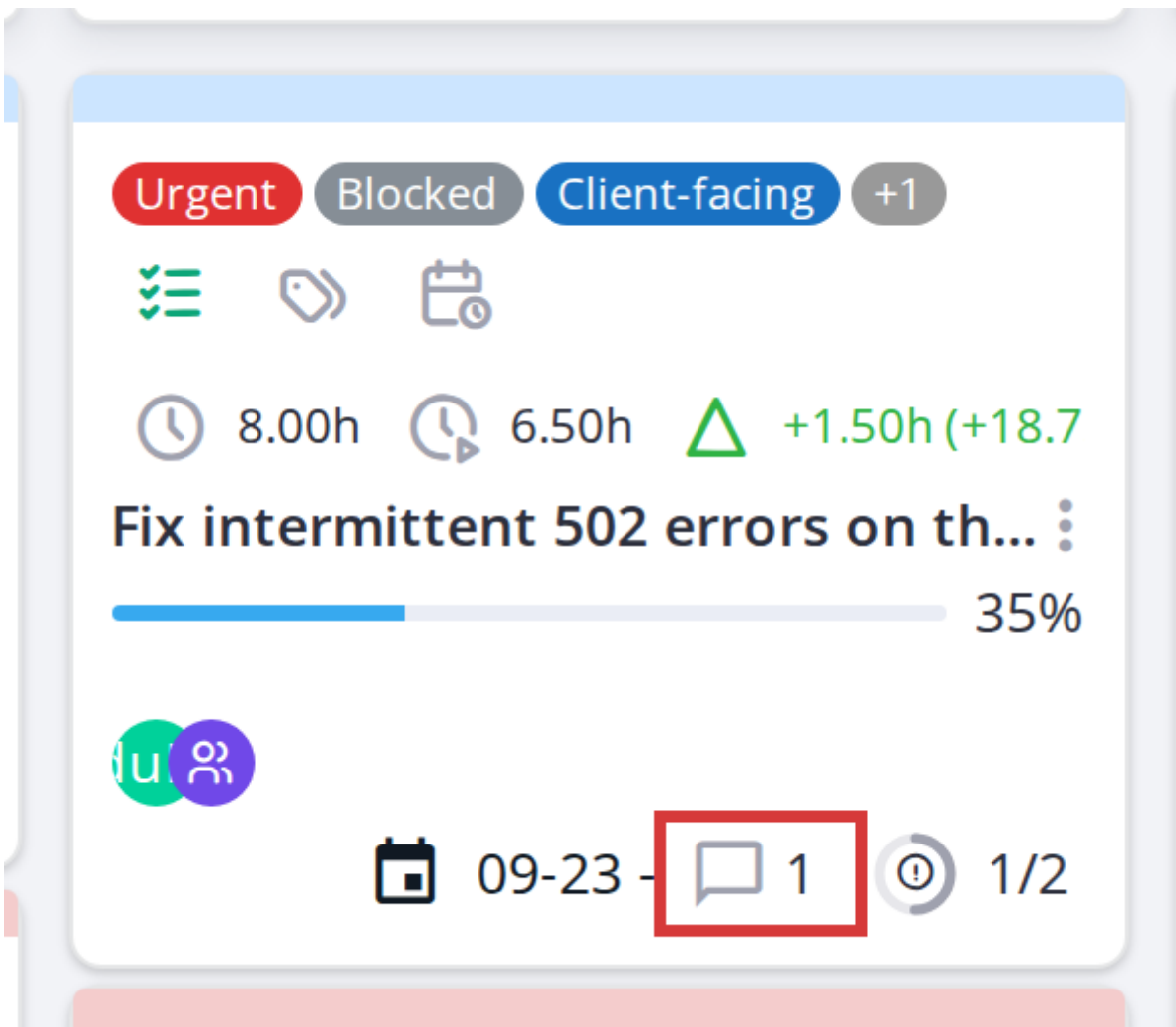


A group assigned to a task, alongside the assigned users

5.2.5.3 Comments icon

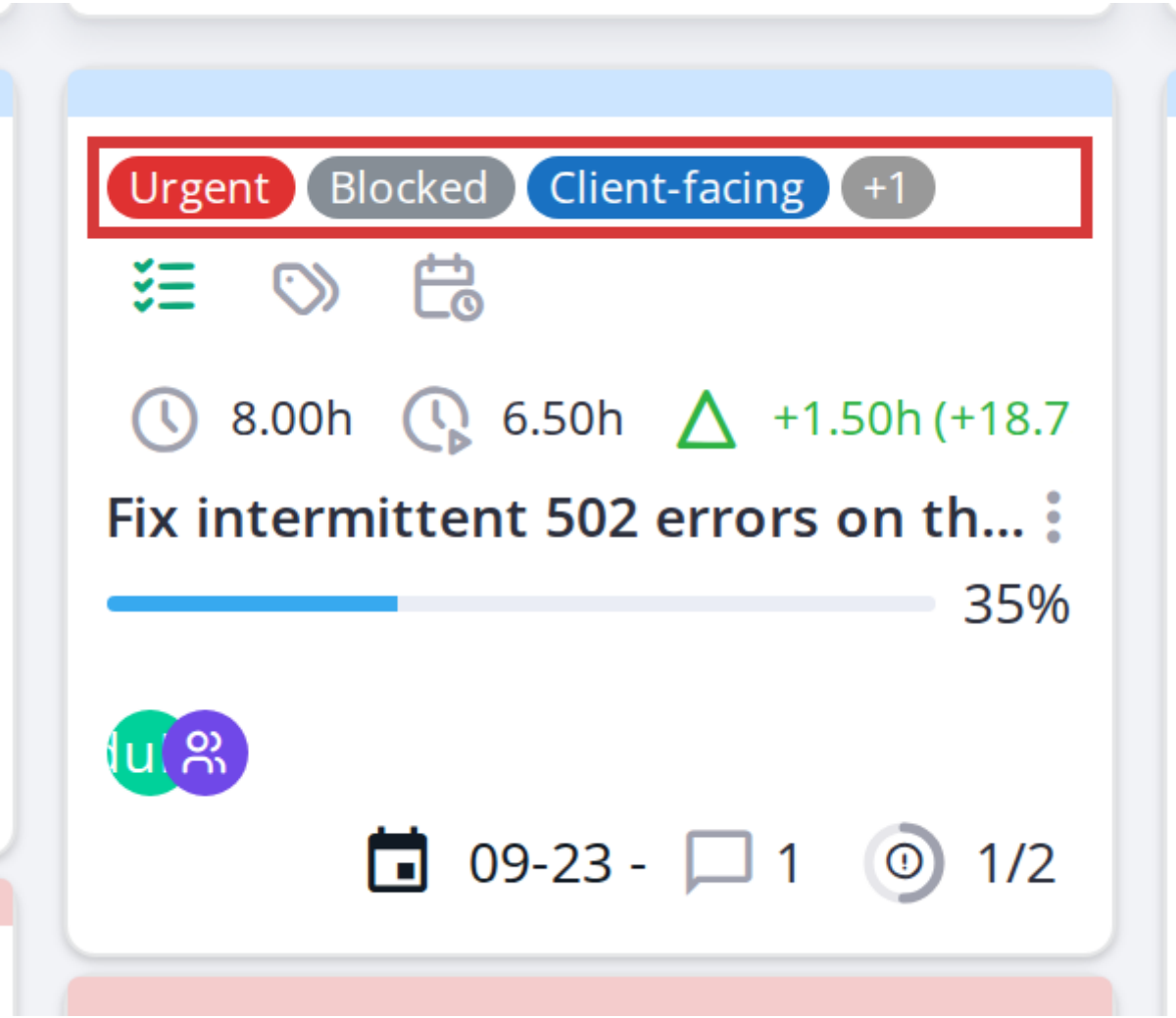
A comment bubble icon shows how many comments are on the card. Click it (if the modal is open) to scroll to the comments section.





5.2.5.4 Label chips

Colored chips on a card show labels assigned to it. Hover over a chip to see the full label name. If a card has many labels, extra ones collapse into a "+N" badge.



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