

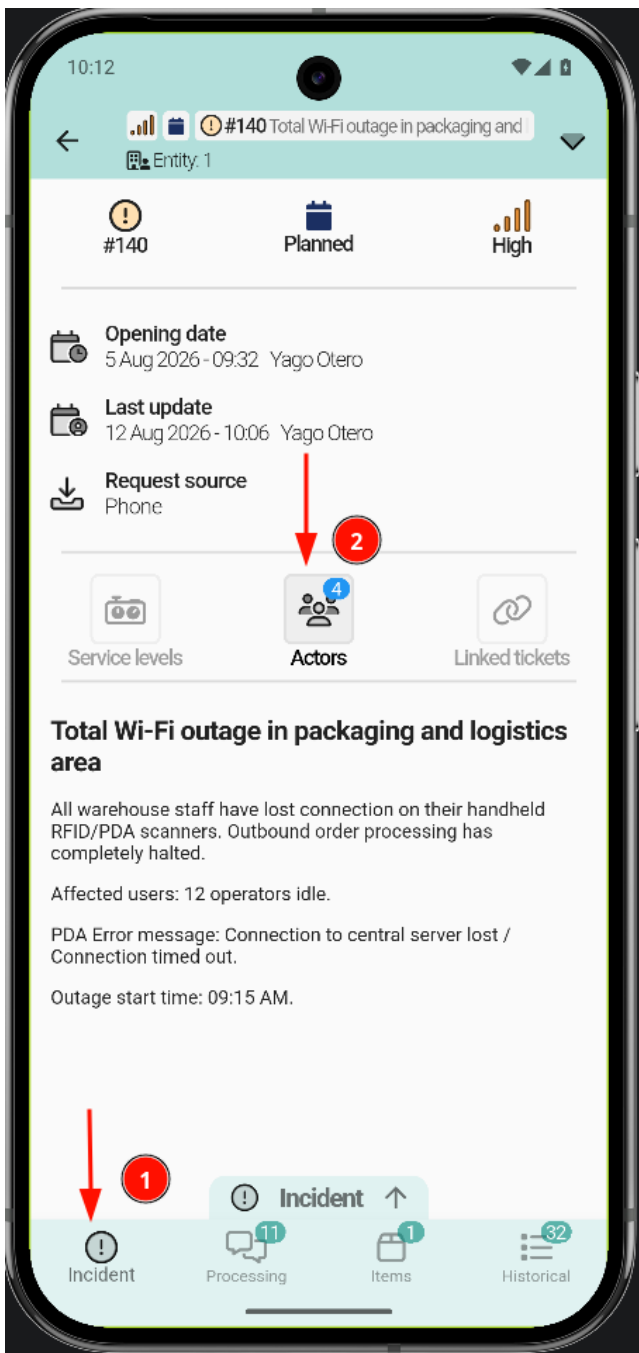


Change Ticket Actors

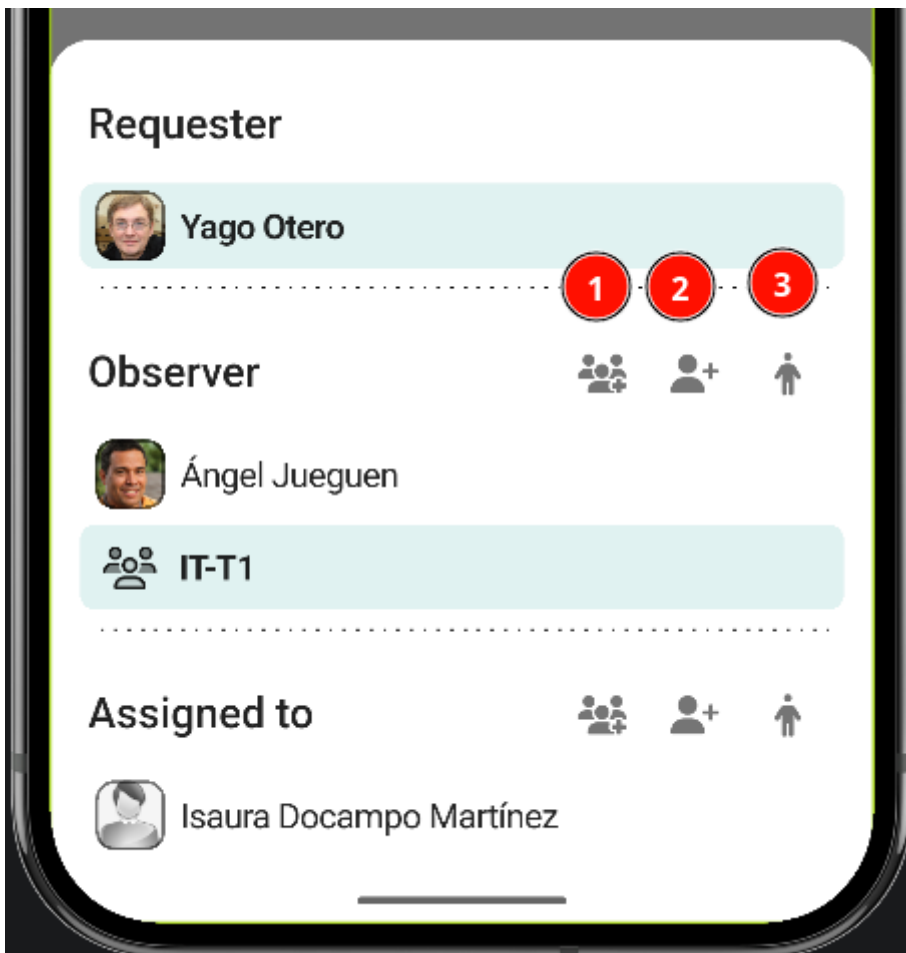
To change the actors of a ticket, open the Request / Incident tab, depending on the type of ticket. Tap Actors; a list opens with the different actor types.

1. Open the ticket.
2. Go to the Request / Incident tab.
3. Tap Actors.



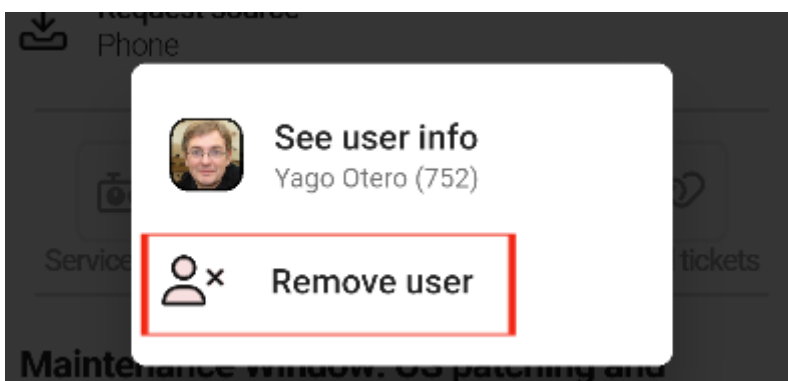


1. **Add groups:** To add groups, tap the button with the three-person icon.
2. **Add individual:** This process is similar: tap the button and select the person from the list.
3. **Self-assignment :** To get involved directly as an observer or technician, tap the person icon; the assignment is applied automatically.



Remove people / groups

To remove people or groups, tap them and confirm the removal.



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