

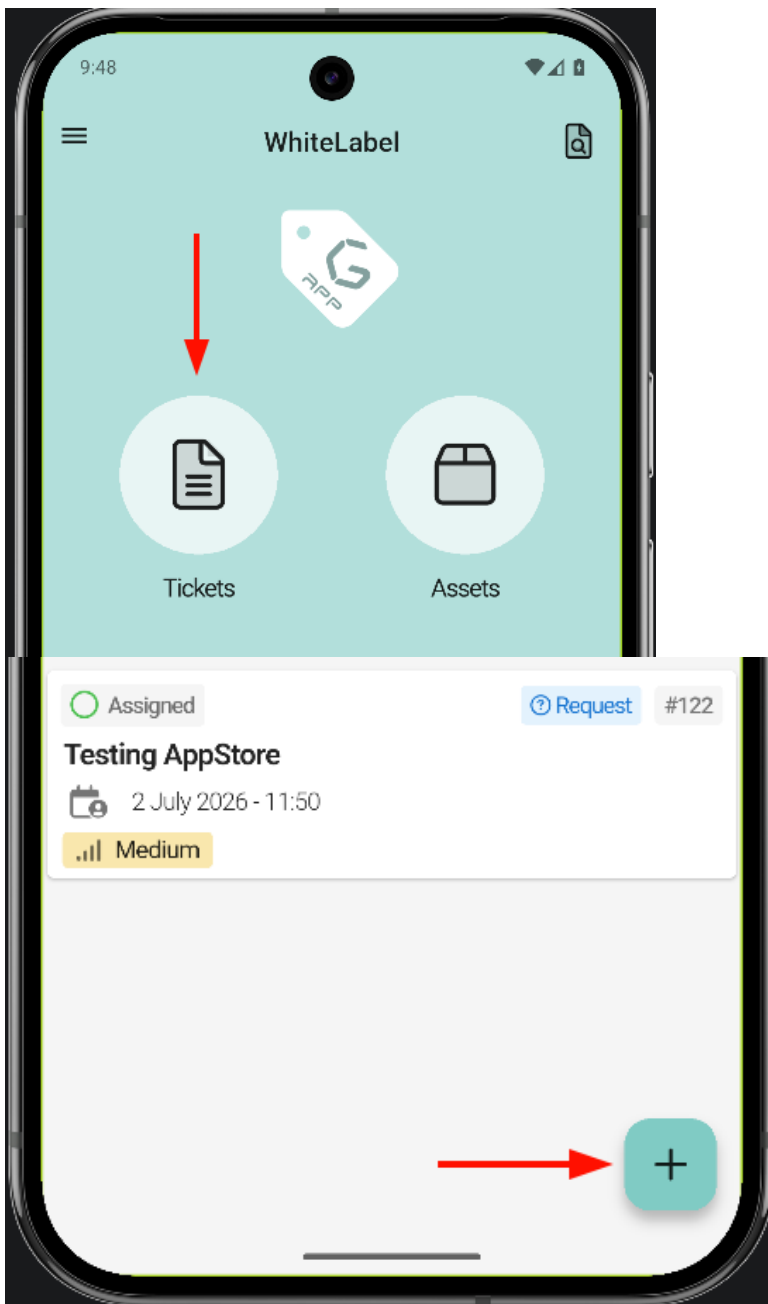


Create a Ticket

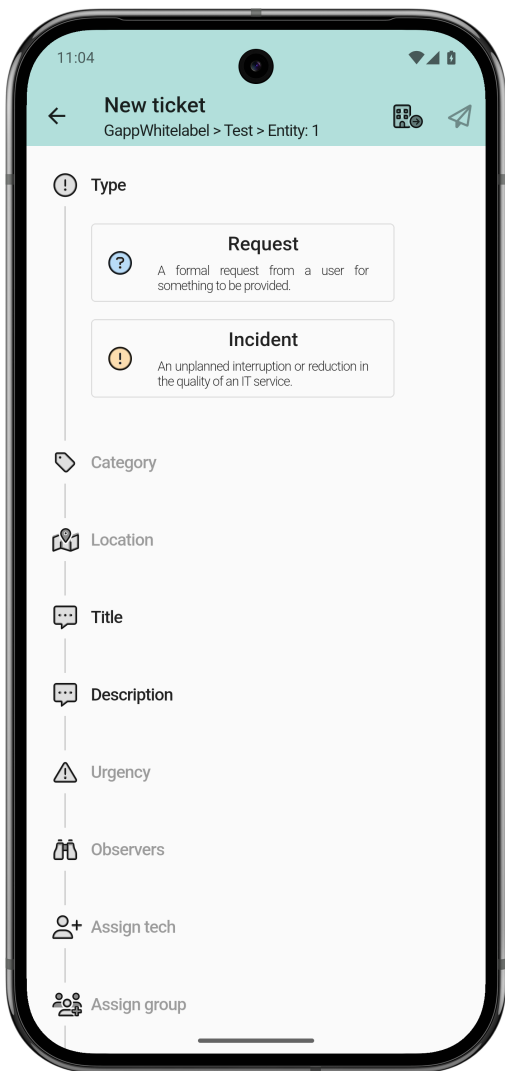
Go to ticket creation

First, go to the ticket section of the application. Once there, a floating action button appears in the bottom-right corner of the screen.





The ticket creation page opens. First, select the ticket type: **Request** or **Incident**. The numbered list below explains what each element on the screen does.



The plugin options Xtended in GLPI define which fields are optional and which are required.

- **Required:** bold.
- **Optional:** light grey.

The fields that can be marked as required are: category, location, urgency and observers

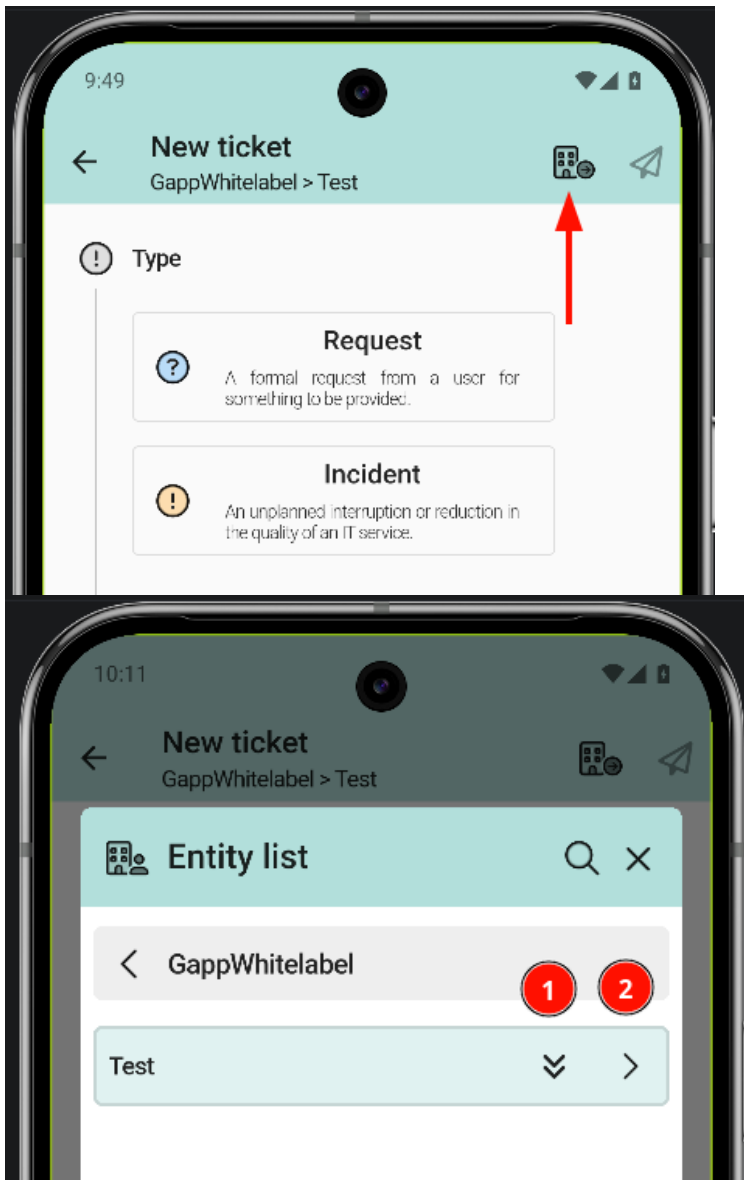
GLPI Extra Field	
Field	Category
Mandatory field	☐
+ Add	
Actions	
☐ Field	Mandatory field
☐ Urgency	Yes
☐ Field	Mandatory field
Actions	

Select the correct entity

To select the correct entity, tap the building icon in the top bar; a list opens with all the entities available for the profile.

An entity can contain sub-entities; tap the right arrow to move between them.

1. **Arrow pointing down:** select the entity.
2. **Arrow pointing right:** view sub-entities.



Revision #8

Created 2026-08-07 08:59:08 UTC by Yago Otero

Updated 2026-08-13 08:12:09 UTC by Yago Otero