

# 01 HOWTO

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## User features

## Manager features

### Howto link a ticket to another ticket? To a FAQ?

When closing a ticket, click the glass:

**Close ticket #32688**

Cancel

Link to a ticket or a FAQ

Canned responses

Attach a file

If you wish you can write below the reasons why you close the ticket.

Then choose the target ticket or FAQ:

**Close ticket #32688**

Cancel

This ticket is connected to ticket #4 (Le service de rendu de TP est inaccessible).

Hide

→ Link to another ticket

→ Remove the link

This ticket is connected to FAQ 'Gestion des comptes informatiques'.

→ Link to another FAQ

→ Remove the link

If you wish you can write below the reasons why you close the ticket.

Canned responses

Attach a file

## Administrators features