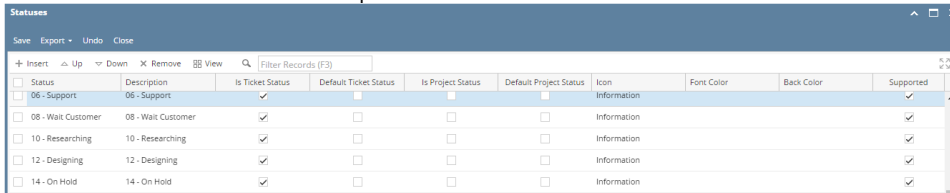# How to Add Ticket Status

The **Ticket Statuses** screen is used to enter the available **Statuses** for Tickets. The values from this screen will be used in the Ticket screen **Status** combo box.

Status examples

1. Open
2. In Progress
3. Pending
4. Resolved
5. Closed

To add new **Ticket Status**:

1. On the Menu Panel, click on **Help Desk.**
2. Click the **Ticket Statuses** submenu to open the **Statuses** screen.

3. Go to available row in a grid and enter unique **Status** name and its **Description**.
4. You can also select the Icon from the list for each Status. Available icons are **Information**, **Warning**, **Critical** and **Blocker**.
5. In the **Font Color** and **Background Color** columns, you can also optionally select color for each **Status**.
   a. Font Color will display the appropriate font color in the search screen for that document
   b. Background color will display the appropriate font color when the search screen in the search screen for that document
6. The screens wherein the statuses can be available can also be managed through the following checkboxes:
   a. Is Ticket Status
   b. Is Default Ticket Status
   c. Is Project Status
   d. Is Default Project Status

How to Add Ticket Status

The **Ticket Statuses** screen is used to enter the available **Statuses** for Tickets. The values from this screen will be used in the Ticket entry screens **Status** combo box.

Status examples

1. Open
2. In Progress
3. Pending
4. Resolved
5. Closed

To add new **Ticket Status**:

1. Go to **Help Desk** Menu and expand the **Maintenance** sub-menu.
2. Double click the **Ticket Statuses** menu to open the **Ticket Statuses** screen.
3. Go to available row in a grid and enter unique **Status** name and its **Description**.
4. You also select Icon from the list for each Status. Available icons are **Information**, **Warning**, **Critical** and **Blocker**.
5. In the **Font Color** and **Background Color** columns, you can also optionally select color for each **Status**.