

# Service

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Selecting the Service tree option will display a list of all Service and Inspection Tickets created for one of the Customer's Systems in the Active Pane. This list will include both open and closed tickets.

A Service or Inspection ticket may be opened for viewing by double-clicking on the ticket row in the Active Pane. User permissions are required for this option; if the User does not have access to the Service Module, a ticket may not be accessed.

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Right-clicking on the Service option will display a list of two options; New Service Ticket, and Refresh.

- New Service Ticket - A new Service Ticket may be created by selecting this option. User permissions are required for this option; if the User does not have permission to use this function, this option will be grayed-out.
- Refresh - Selecting this option will refresh the list displayed in the Active Pane.

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