How to Change Ownership of Single Incident or Service Request

1. From the list of incidents or service requests, select the record that you want to assign to another user or queue.

2. Select Change Owner.

3. The drop-down Change Owner Dialogue Box will appear:
   
   A. To assign the record to yourself, select Assign to Me.
   
   B. To assign the record to a queue, or to assign to others, select Assign to Others select the required queue from the Staff or Department radial button.

Alternative Method

Change the ownership of the record by navigating to the top portion of the record and changing the Assignment Details.