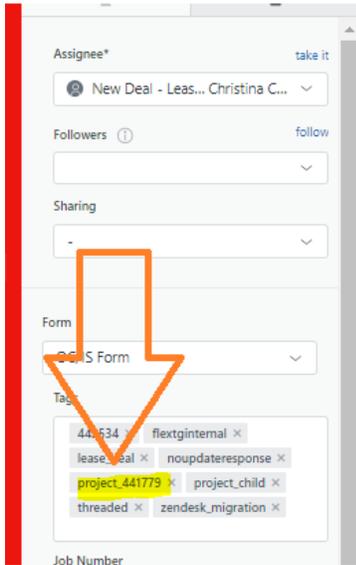
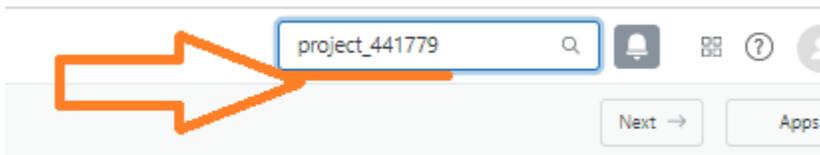


## How to find your old Child Tickets and Linked Data -

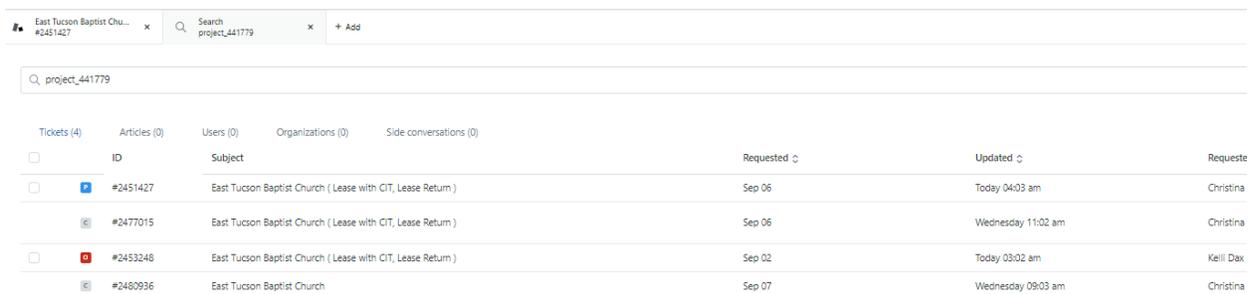
All tickets were migrated over with a "TAG" Marker of the Admin's Original Ticket and the Child/ Parent ticket.



To find these tickets you will add that tag to the search icon here: Copy tag by highlighting and copy/paste then add to search icon on the top right corner of the screen:



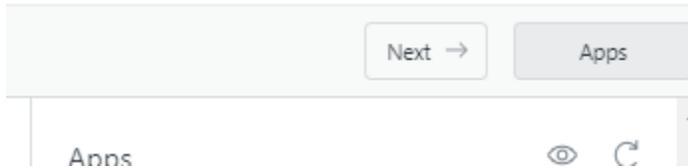
Select the correct ticket choice and you can view at will.



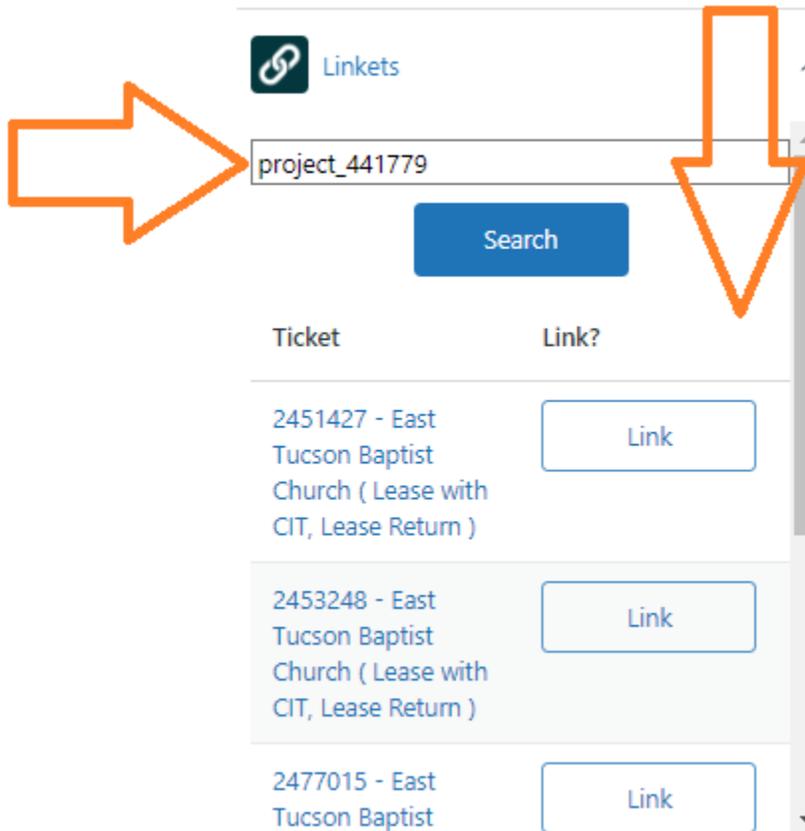
A screenshot of a search results page. The search bar at the top contains 'project\_441779'. Below the search bar, there are tabs for 'Tickets (4)', 'Articles (0)', 'Users (0)', 'Organizations (0)', and 'Side conversations (0)'. The 'Tickets (4)' tab is selected. Below the tabs is a table with the following columns: 'ID', 'Subject', 'Requested', 'Updated', and 'Requester'. The table contains four rows of ticket data.

ID	Subject	Requested	Updated	Requester
#2451427	East Tucson Baptist Church ( Lease with CIT, Lease Return )	Sep 06	Today 04:03 am	Christina
#2477015	East Tucson Baptist Church ( Lease with CIT, Lease Return )	Sep 06	Wednesday 11:02 am	Christina
#2453248	East Tucson Baptist Church ( Lease with CIT, Lease Return )	Sep 02	Today 03:02 am	Keili Dax
#2480936	East Tucson Baptist Church	Sep 07	Wednesday 09:03 am	Christina

To Link the 2 tickets or in this case all 4, go back to your ticket and select the Apps Icon in the top right corner of the ticket.



Select the "Linkets" Application and add the project tag number (project\_441779) and all tickets with those parent tags will show up for you to link as you please.



Select the Link Button and choose how it relates to your ticket:

The screenshot shows the Linkets interface. At the top, there is a search bar containing 'project\_441779' and a blue 'Search' button. Below the search bar, there is a table with columns 'Ticket' and 'Link?'. The table contains three rows of ticket information. A dropdown menu is open over the first row, showing options: 'Blocks', 'Blocked By', 'Parent', 'Child', and 'Relates To'. An orange arrow points to the 'Child' option in the dropdown menu.

Ticket	Link?
245 Tuc Chu CIT,	<b>Link</b>
245 Tuc Chu CIT,	Link
247 Tucson Baptist	Link

As for going Forward you can make New child tickets by creating "Side Conversations" found at the top of the ticket here:

The screenshot shows a Zendesk ticket interface. At the top, there is a header bar with the name 'Christina Casados', a 'PENDING' status, and 'Ticket #2451427'. To the right of the ticket number is a 'Side conversations' button with a plus sign. An orange arrow points to this button. Below the header, there is a message from 'East Tucson Baptist Church ( Lease with CIT, Lease Return )' dated 'Sep 06 08:34 am'. The message is addressed to 'Christina Casados'.