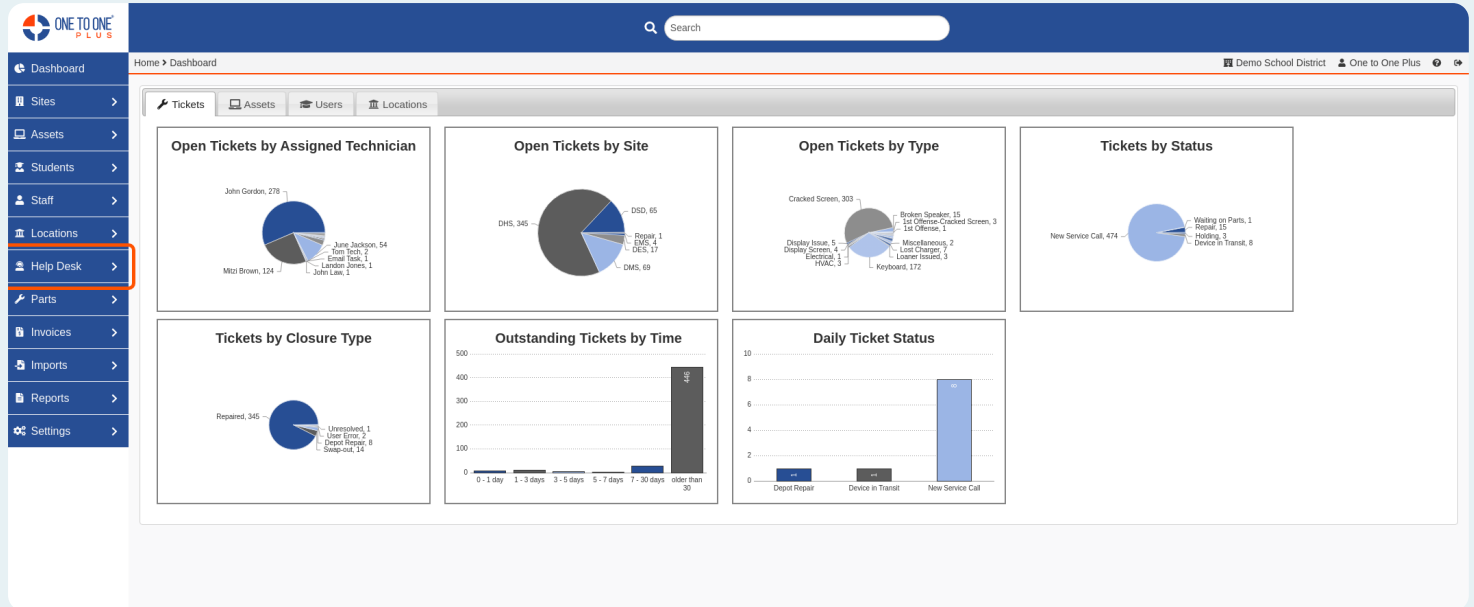# Manage My Queues
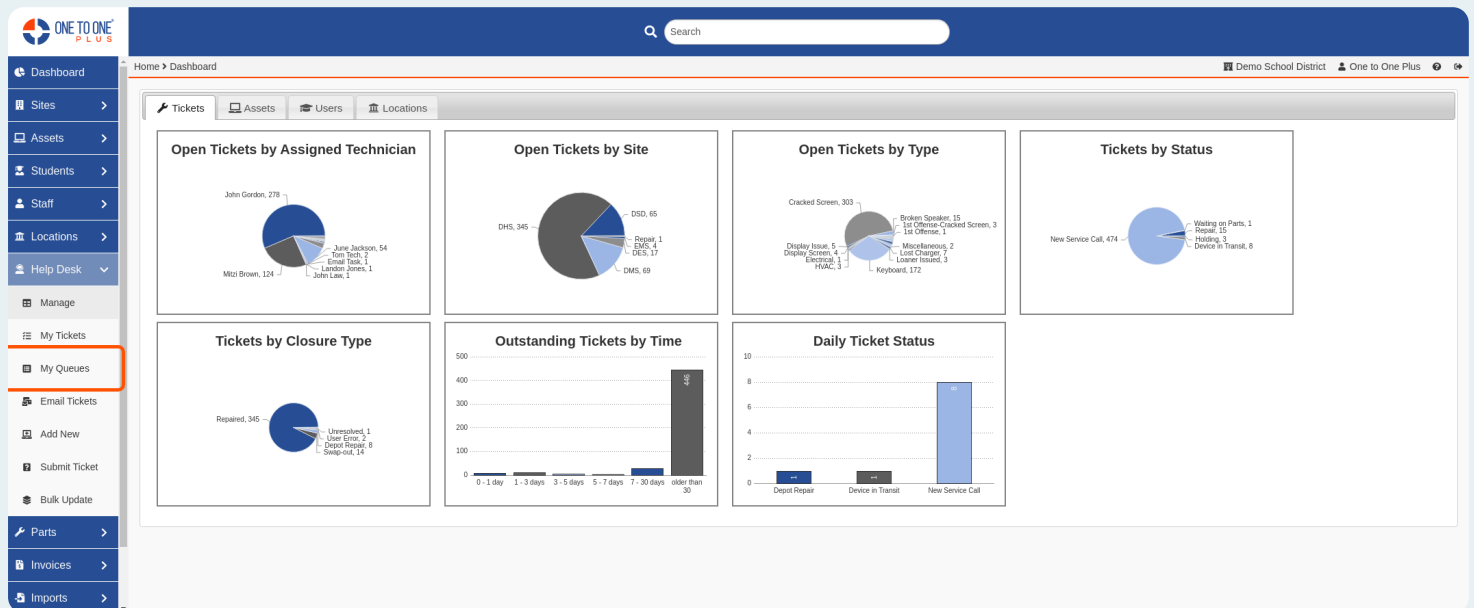
Author: Burt Lancaster

Updated: 2 years ago

Click on Help Desk

Click on My Queues

You can click on Queue to filter the queues

To assign a technician to a ticket, click on the Ticket ID

Click on the Technician field and select the appropriate technician

Once a technician has been selected, the ticket will be removed from the queue and display on the technicians My Tickets