How do I merge tickets in Request Tracker?

Q: How do I merge tickets in Request Tracker?

Context

- Request Tracker (RT) at https://help.mit.edu/
- Ticket tracking at MIT

Answer

To merge a ticket into another ticket:

1. Open up the ticket to be merged into another ticket
2. Click on **Links** in the navigation bar along the top-right of the screen just under the search box.
3. In the **Merge into:** text box, enter the ticket number of the ticket into which the open ticket is to be merged
4. Click **Save Changes**

Please note that this involves an update to **both** tickets, so you must have update permissions for each ticket. In the **Help Desk::** queues, this means:

- You must own the ticket to be merged
- The "merge into" ticket must either be unowned or owned by you
- You cannot merge into a ticket currently owned by someone else

If you do not have permission to modify the "merge into" ticket you will see a "permission denied" message when you use the **Save Changes** button.

> **Be Careful!**
> Once you merge tickets, they can only be unmerged by having an RT admin go into the mysql database and doing a manual edit.