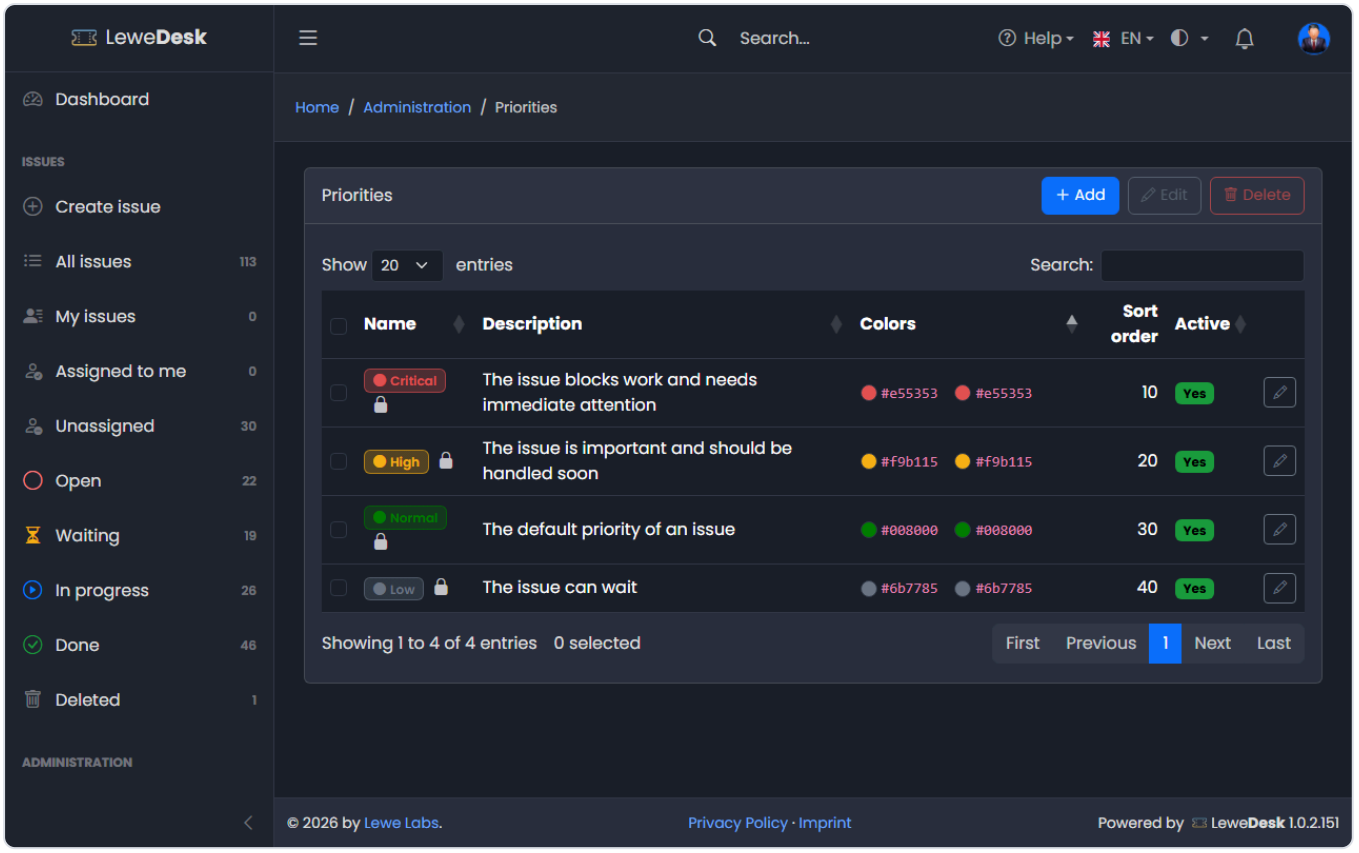
Priorities



A priority says how urgent an issue is. Every issue has exactly one priority. New issues start with *Normal* (also the issues that are created by email), and the support team can change it. Requires the permission `manage_priorities`.

System priorities

Name	Description
Critical	The issue blocks work and needs immediate attention
High	The issue is important and should be handled soon
Normal	The default priority of an issue
Low	The issue can wait

All four are system records. They cannot be deleted, deactivated or renamed, but you can change their description, icon and colors. You can add your own priorities

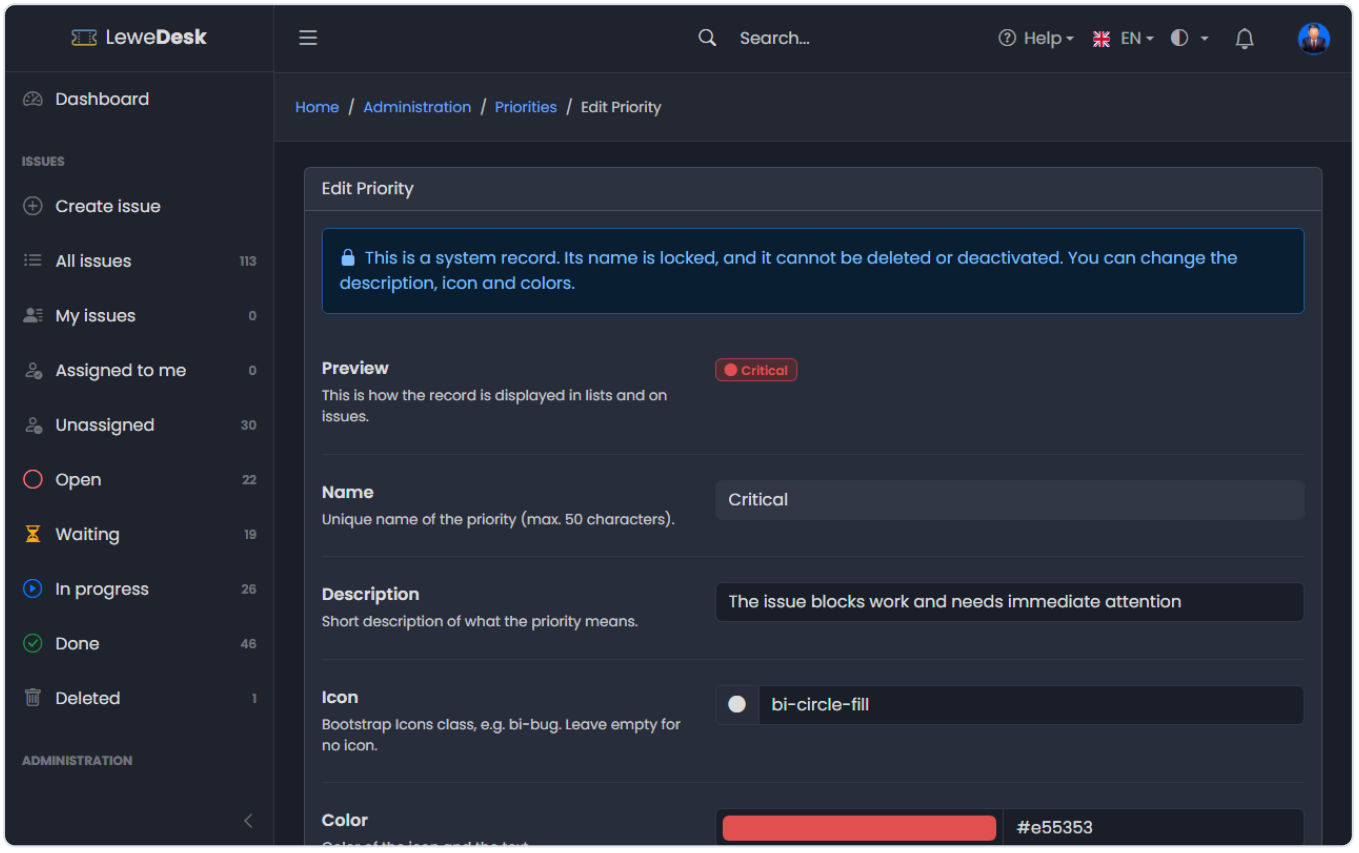
next to them.

> The issue list shows the **icon** of the priority in its color, not the name. Move the mouse over the icon to see the name. Choose the colors so that the priorities are easy to tell apart.

Buttons

Button	Function
Add	Opens the form to create a new priority
Edit	Opens the Edit page for the selected priority
Delete	Deletes the selected priorities. System priorities cannot be deleted. If issues use it, you select a replacement.

Add and Edit Priority



See common fields.

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