# Managing your Assets

Favoriting assets is designed to make your ticket submission faster for devices that you normally use by cutting out the asset identification steps. From your Dashboard, you can quickly select a favorited asset from the Quick Tickets section and skip directly to reporting the issue you are having with your asset.

Favoriting an Asset

You can favorite assets from the **Favorites / Linked Assets** page of your Incident IQ account. To add a new favorite select the **Add Favorite** icon near the top right of the page.
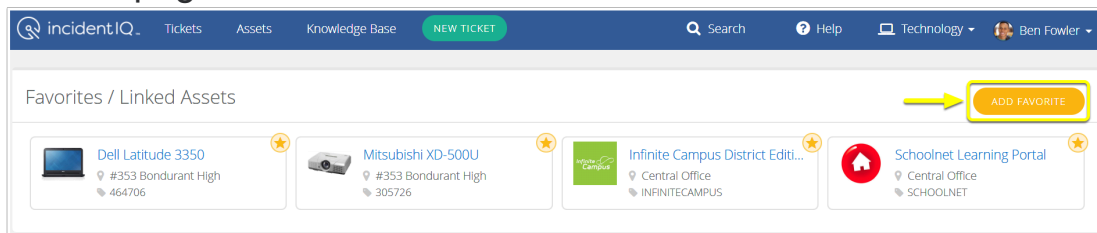
One of the easiest ways to find generic assets, such as software, is to simply type the name of the asset into the search bar. When you've found the asset in question, scroll to the top right corner of the asset and click on the star icon.
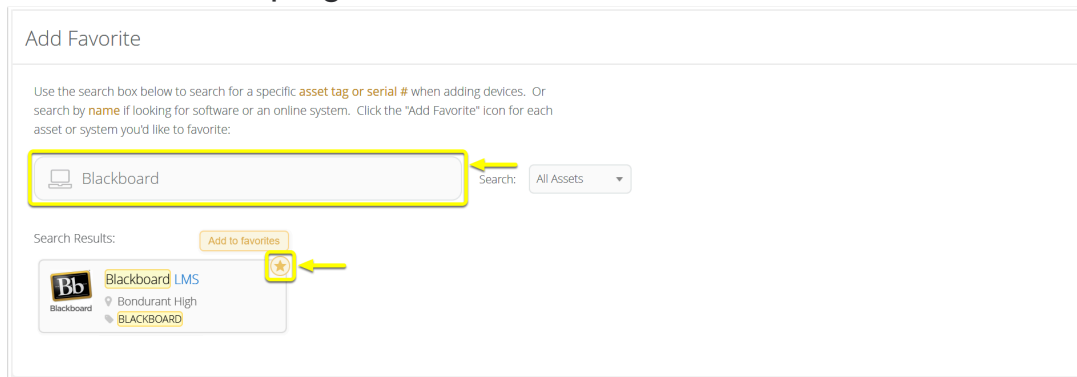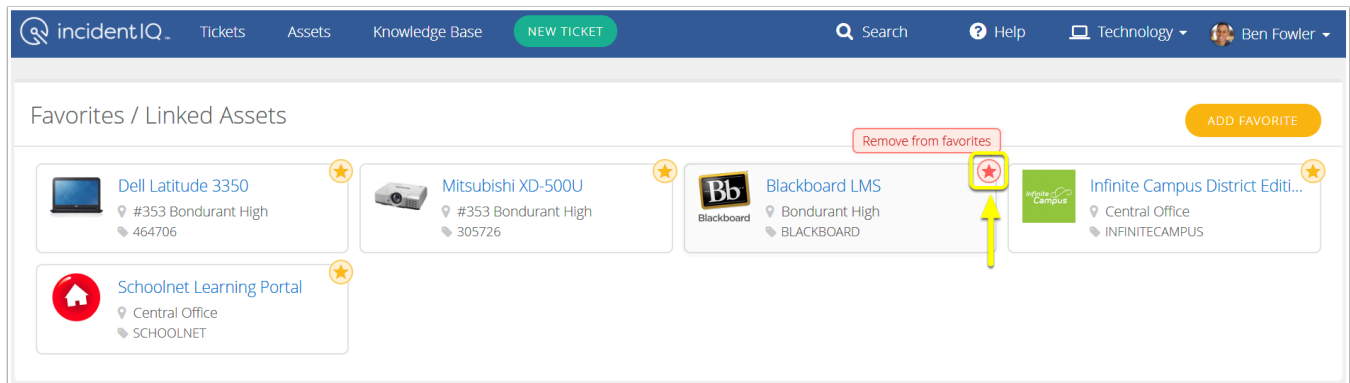

If you are looking for more specific assets. Using the Search drop-down menu to the right of the search bar, you can lookup devices based on the asset tag.
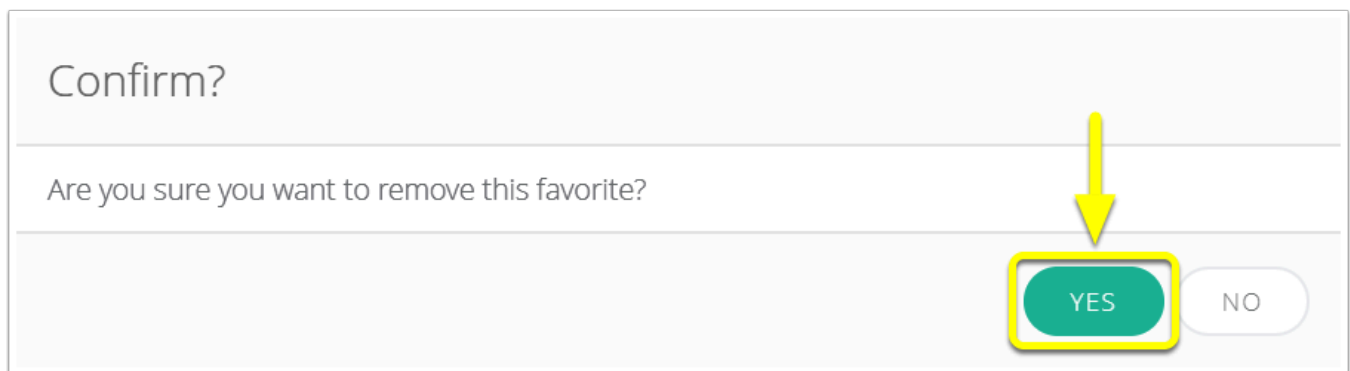
Unfavoriting an Asset

You can unfavorite assets in Incident IQ simply by selecting the orange star on the top right of any asset icon.
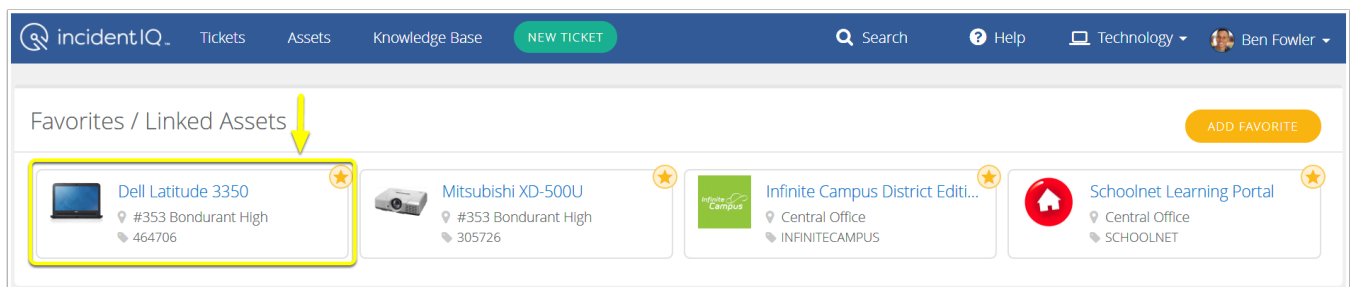

From here a confirmation window will appear asking if you are sure that you want to unfavorite the asset. Select **Yes** to confirm.

Viewing Asset Details

You can view an asset's details in Incident IQ by selecting the asset in question on the **Favorites / Linked Assets** page.

From here you can access general information such as asset tag, manufacturer, model, location, owner, as well as an activity timeline.

Dell Latitude 3350

Asset Tag	Manufacturer	Model	Location	Owner
464706	Dell	Dell Latitude 3350	Bondurant High 1.424	Ben Fowler

3 Open Tickets   15 Total Tickets

★ CREATE TICKET   🔗 UNLINK ASSET

Activity   Meta Data

Jason Martin updated the asset
10/18/2017 10:51:AM

Ben Fowler submitted ticket 'Dell Latitude 3350 - Keyboard / Trackpad / Mouse > Keyboard missing keys'
1/02/2018 05:00:PM

Ben Fowler submitted ticket 'Dell Latitude 3350 - Power > Won't power on'
1/02/2018 05:01:PM

Ben Fowler submitted ticket 'Dell Latitude 3350 - Keyboard / Trackpad / Mouse > Keyboard not working'
1/02/2018 05:03:PM