Submit an Incident Confidentially

Last Modified on 02/10/2023 11:22 am EST

These instructions are for submitting an incident confidentially with a direct link provided by your organization. To submit an incident directly from your Resolver account, see the Submit an Incident article.

To submit an incident Confidentially:

1. Click the link to the **Confidential Portal** to display the confidential incident form.

2. Ensure that **Yes** has been selected in the **Remain Confidential** dropdown menu.
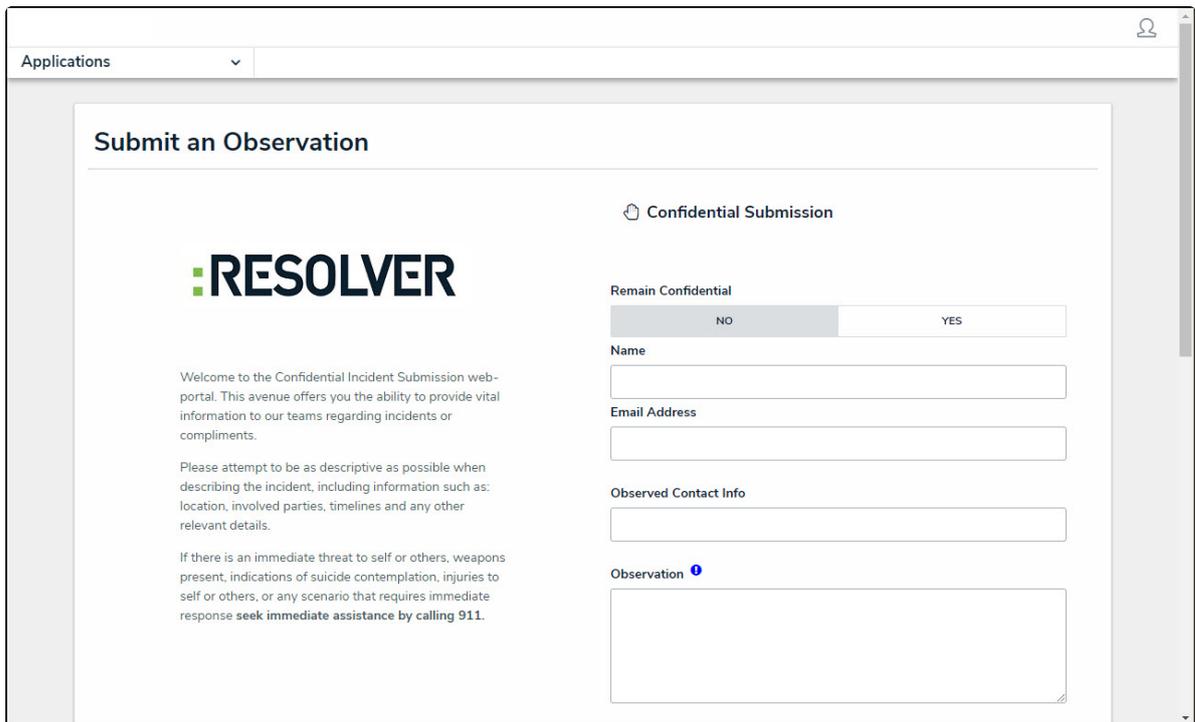
A completed confidential incident submission.

3. Enter details of the incident in the **Observation** field and select a date and time from the **Observed Date/Time** field.

4. Click the **Observation Type** dropdown to select an observation type (e.g., Loss Prevention).

> Depending on how Incident Management has been configured, users may be able to choose the incident type instead of an observation type.

5. Place a pin on the map under **Location** or begin typing the relevant address to select the location of the incident.

6. **Optional:** If you chose **Physical Security** as the Observation type, drag images and attachments to the **Photo** and **Observation Attachments** fields to add them to your submission.

- You can also click in the box below **Photo** or **Observation Attachments** to browse for files on your machine.

7. Click **Submit**.

⚠️ Navigating away from the incident form before clicking **Submit** will delete any change made to the form.