

View & Edit Assigned Incidents

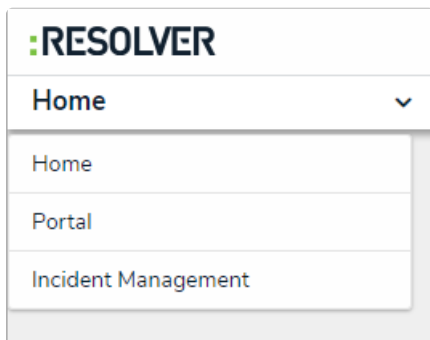
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An Incident Owner is assigned by the [Incident Screener](#) and is responsible for assigning investigators and supervisors, and ensuring an assigned incident is complete before it's closed. All incidents assigned to the Incident Owner can be accessed from **Incident Management > Incidents > Active Incidents**, though they will also appear on the [My Tasks](#) page.

If assigned as an Incident Type Owner by an [administrator](#), owners can create and read any incidents of that type without being directly assigned to it.

To view and edit assigned incidents:

1. Log into a user account from the **Incident Owner** user group.
2. Click the dropdown in the nav bar > **Incident Management** to display the **Incidents** activity.



The nav bar.

3. Click an open incident to open the **Incident Review** form.

The screenshot displays the Resolver interface for an incident. At the top, there are navigation tabs: Triage, Incidents (selected), Investigations, Cases, and People. Below this is a header for the incident: 'INC-571: 2021 - Security Breach'. To the right of the title is a dark green pill with 'INC-24' and a blue pill with 'OPEN'. A three-dot menu is visible to the right. Below the header are sub-tabs: Details (selected), Relationship Graph, History, and Communications. The main content area is titled 'Summary' and contains several sections: 'Incident Severity' with a value of 'High' in an orange bar; 'Description' with a paragraph of placeholder text; 'Involved People' with a tag 'Person of Interest: test person'; 'Involved Location(s)' with three tags: '18812 Thackeray Point, Fort Lauderdale, CA', 'Reported Location: Riverdale Industries HQ', and 'Reported Location: Riverdale Towers'; 'Incident Reported DateTime' with the value 'April 1, 2021 6:47 pm'; and 'Triage Date' with the value 'November 23, 2021 6:54 pm'.

The Incident Details tab.

4. **Optional:** Click the **History** tab to view all changes made to the incident.
5. **Optional:** Click the incident name (e.g., INC-571: 2021 - Security Breach) to edit as required, then click away from the title to save your changes.
6. Click the following buttons to perform these actions, as required:
 - **Tree:** Display related incident details in a collapsible tree format.
 - **Export:** Export incident details into Excel format for use with third-party analytics tools.

- **Print:** View an exportable [incident detail report](#).

7. Click the **Primary Incident Type**, **Additional Incident Type**, and **Business Unit** fields, and begin typing keywords, then click to select the relevant option.



Clicking on an incident type or business unit once it's added will open a read-only form where users can review that incident type or business unit's details.


8. Add or change the **Incident Flags**, **Reporting Source**, **Severity**, **Incident Start** and **End DateTime**, **Fiscal Year**, and/or **Additional Responses** by selecting the relevant option.
9. **Optional:** Enter the police report file number in the **Police File Number** field.
10. Type in the **Description** field to provide additional incident information, as required.
11. Click the + icon below **Details** to expand the section. Click a tab, then click + to add relevant incident details.
12. Click the + icon below **Record Security** and type the supervisors' name in the **Incident Supervisor** field to assign it to them. Complete the other section fields as required.
13. Click the + icon below **Loss & Recovery**, **Links**, **Tasks & Action Plan**, **Investigation Summary**, and **Initial Observation**. Complete the other section fields as required.



The **Loss & Recovery** section will only appear for certain incident types.



The information in the **Initial Observation** section can be translated by clicking the ... icon and selecting **Create [Language] Translation**.

To revert a specific field back to its original language, click the  icon next to the desired field.

14. **Optional:** Type the relevant name in the **Investigator** field to assign them to the incident.
15. **Optional:** Enter comments (tagging other users if needed), in the **Comments** text box (at the bottom of the page). Read more here: [Incident Form Comments](#).
16. Click one of the following buttons to save the incident:
 - **Open Investigation:** Send the incident to the [Incident Investigator](#) for review.
 - **Return to Triage:** Send the incident to the [Incident Screener](#) for further action or

review.

- **Close Incident:** Close the incident because no further action is required.



Note: An incident cannot be closed if it contains any open or overdue tasks.