Reopen a Closed Incident

Last Modified on 02/12/2021 1:16 pm EST

Incident owners and incident investigators can close incidents. Once an incident is closed:

- The Incident Owner can view and reopen any incidents they own. To edit, the Incident Owner must first reopen the incident.

- The Incident Supervisor can view and reopen closed incidents if they are named as the Incident Supervisor on the incident.

- The Incident Investigator can view and reopen any incidents they have been added to.
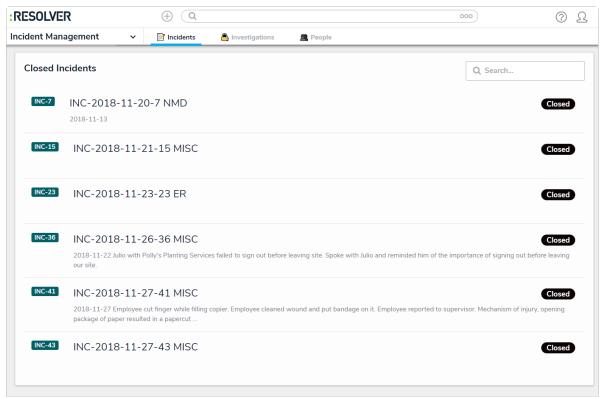
To reopen a closed incident:

1. Log into a user account that's been added to the **Incident Owner** or **Incident Supervisor** user group.

2. Click the dropdown in the nav bar **> Incident Management** to display the **Incidents** activity.

The Incident Management application in the nav bar.

3. Click an incident in the **Closed Incidents** section to view the **Incident Review** form.

The Closed Incidents section of the Incidents application.

4. Click **Reopen** to move the incident to the **Open** state. The app will navigate to the **Incidents** activity, with the reopened incident in the **Active Incidents** section. If you are an **incident owner** or **incident investigator**, you must reopen the incident before editing. **Incident supervisors** cannot edit open incidents.

5. Click the incident in the **Active Incidents** section to display the **Incident Review** form.

6. If you are logged into a user account that's been added to the **Incident Owner** user group, you can edit the incident as needed. See View and Edit Assigned Incidents for more information about editing fields.

7. Click one of following buttons:

   - **Open Investigation:** Sends the incident to the Investigator for review.

   - **Return to Triage:** Sends the incident to the Incident Screener for further action or review.

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