

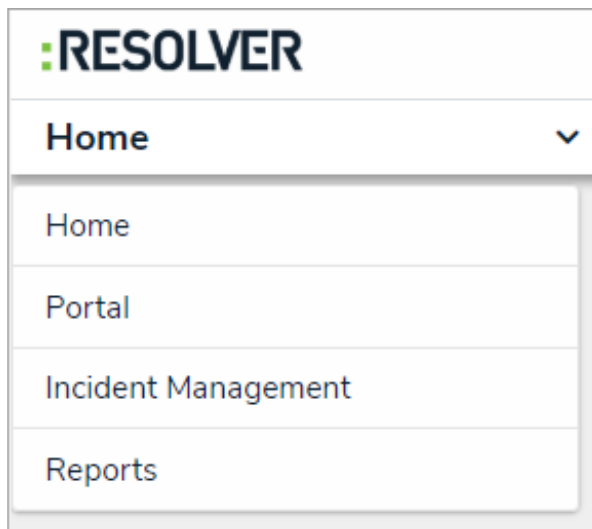
Reopen a Closed Incident

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.

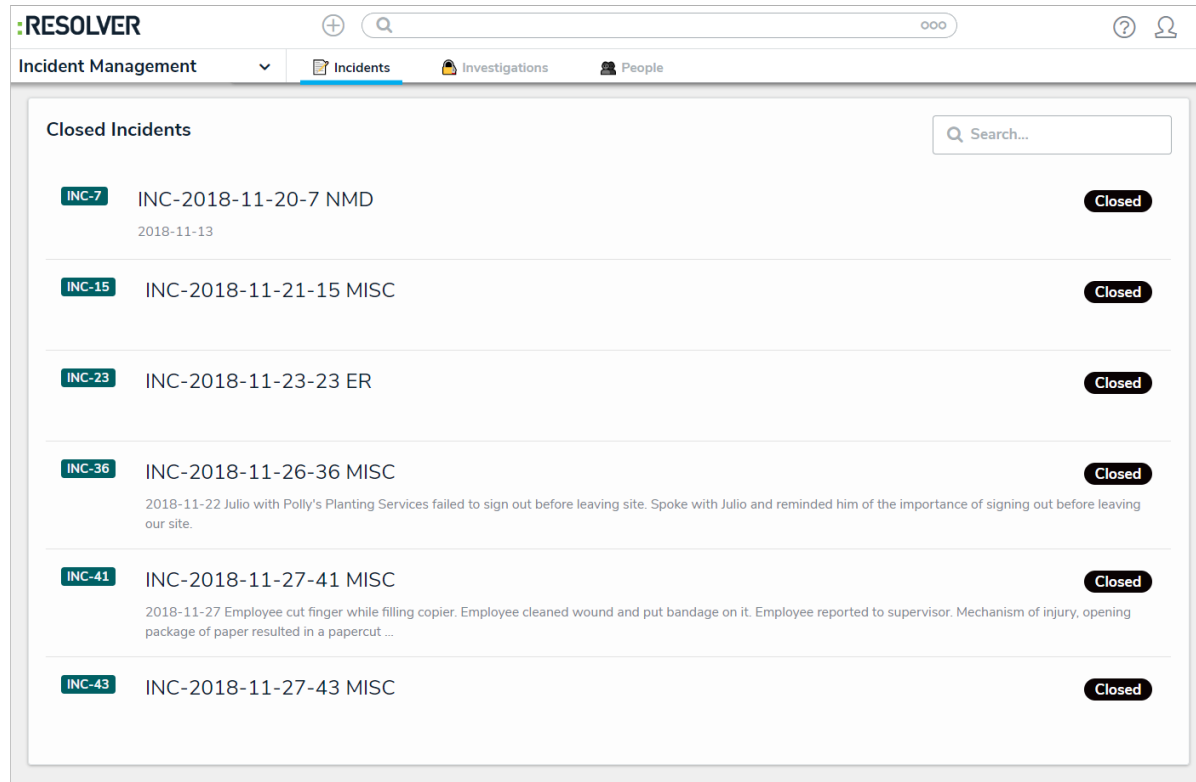
To reopen a closed incident:

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.