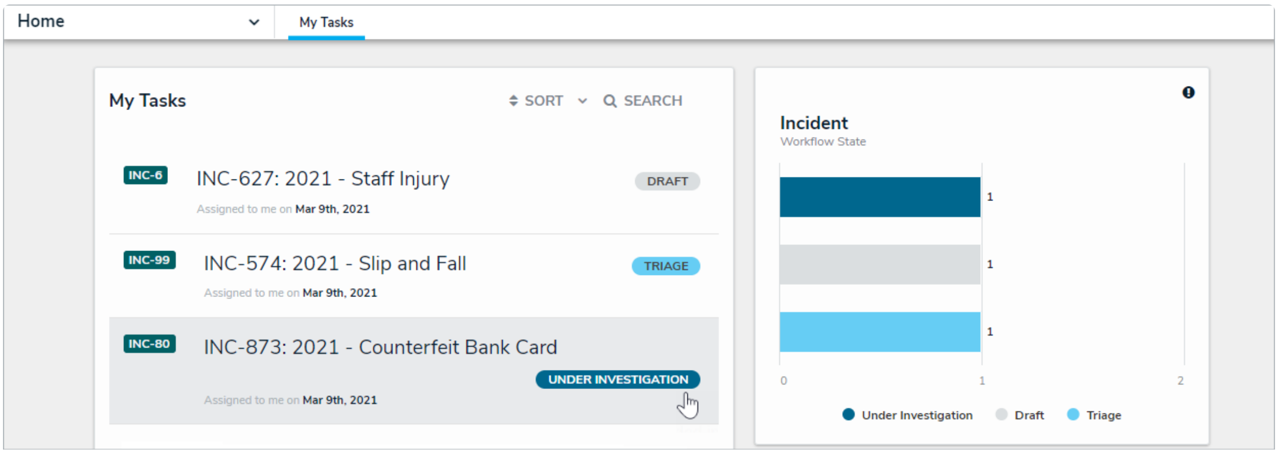
:RESOLVER

Investigate an Incident

Last Modified on 05/25/2022 3:54 pm EDT

The Incident Owner is responsible for opening investigations and assigning Investigators.

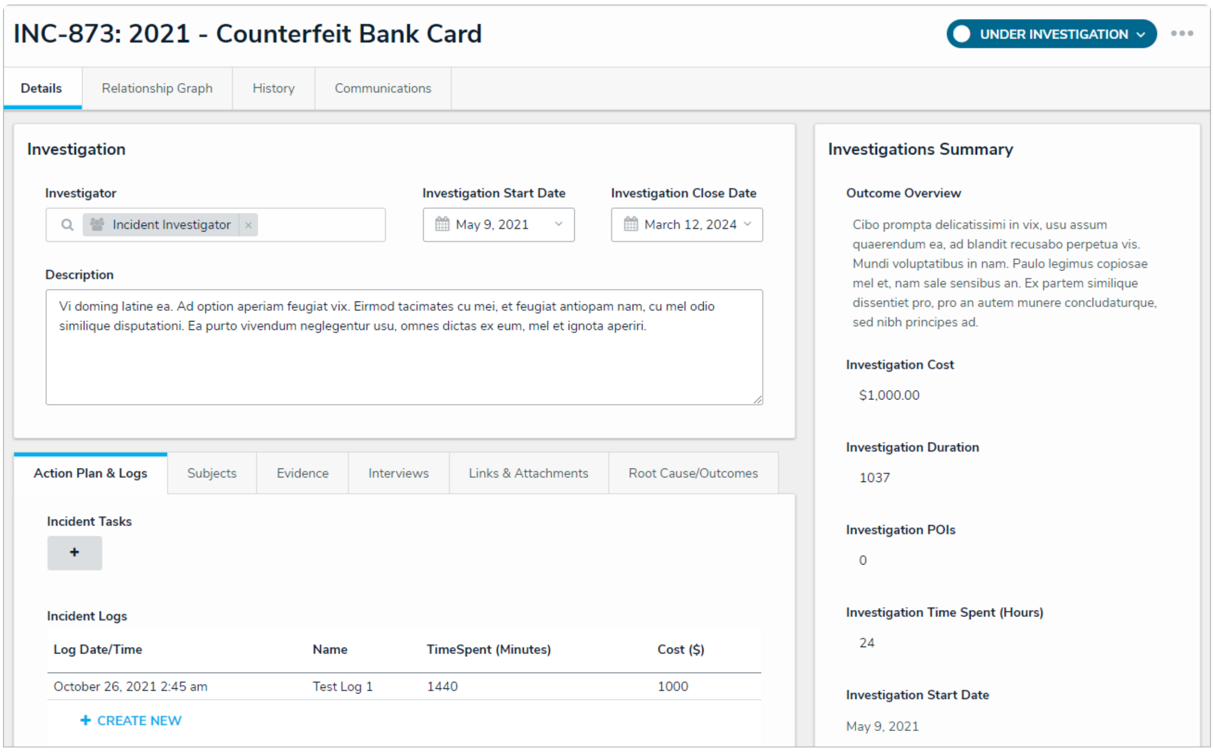


An incident under investigation in the My Tasks page.

To document an investigation into an incident:

1. Go to the **My Tasks** page.

2. Click an incident in the **Under Investigation** state to view the **Incident** details.



Viewing an incident under investigation.

3. Complete the following fields in the **Details** section, as needed:
   - Investigator
   - Investigation Start Date
   - Investigation Close Date

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- Description.

4. Complete the fields in these tabs below, noting that your user group may not be permitted to edit all fields within these sections:
    - Action Plans & Logs
    - Evidence
    - Interviews
    - Links & Attachments
    - Root Causes/Outcomes.
5. Scroll to the bottom of the form and click one of following buttons:
    - **Return:** Returns the incident back to the Incident Owner in the **Open** state.
    - **Complete Investigation:** Closes the incident because no further action is required. The incident can be viewed and reopened by the Incident Owner and the Incident Supervisor. Read more here: View and Reopen a Closed Incident.