Create an Incident Task

Incident tasks are actions attached to an incident that must be completed before it can be closed. Incident tasks will send an email notification to the Incident Owner when:

- The task is created

- The task was not completed by the due date. The Incident Owner will be notified the following day and reminders will continue to be sent daily until the task is completed.
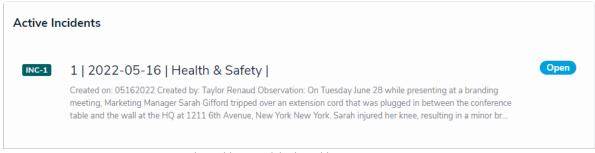
To create a task on an incident:

1. Log into a user account from the Incident Owner or Incident Investigator user group.

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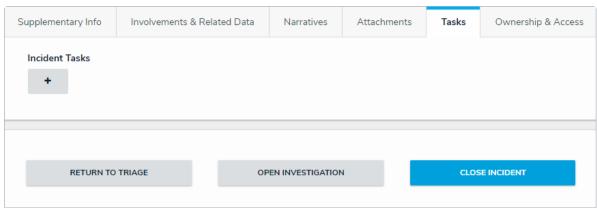

The nav bar.

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

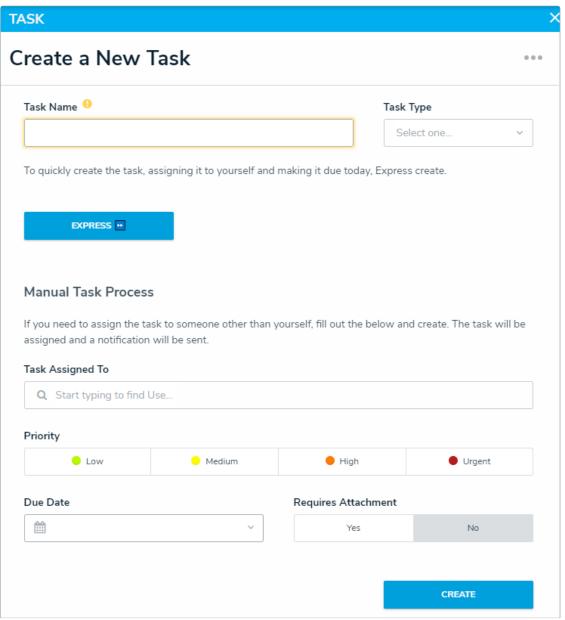*The Incidents activity in Incident Management.*

4. Click the **Tasks** tab to open the **Incident Tasks** section.

The Incident Tasks section.

5. Click the **+** icon below **Incident Tasks** on the left to open the **Create a New Task** palette.

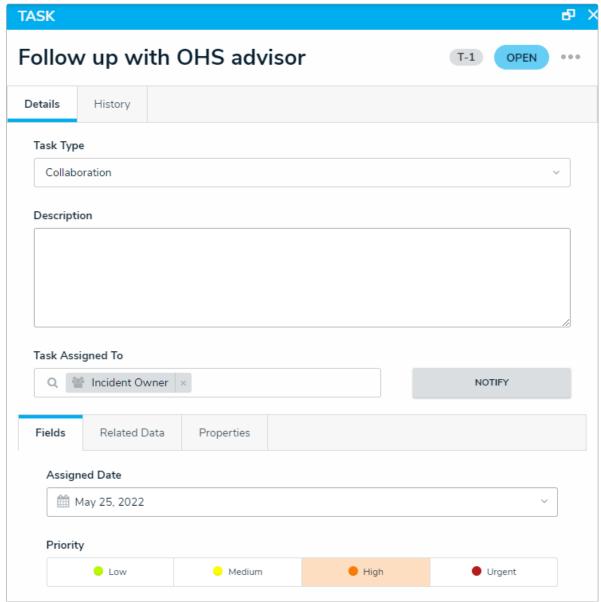*The Create a New Task palette.*

6. Enter a name for the task in the **Task Name** field.

7. Click the **Task Type** select list to select the task type.

8. **Optional**: Click **Express** to quickly create the task. The task will be automatically assigned to you and the due date will be set to today. If you use this option, skip to step 14.

9. **Optional**: Click **Task Assigned to** add a Task Owner other than the Incident Owner.

10. Select the task's priority from the **Priority** field.

11. Click the **Due Date** field to select the date the task should be completed by.

12. **Optional**: Select **Yes** or **No** below the **Requires Attachment** field to indicate if attachments are mandatory for this task's completion.

13. Click **Create**. The Incident Owner will receive an email notification for this task. If the task is for someone other than the Incident Owner, it can be reassigned after it's created.

A task in the Task section.

14. Click the relevant task in the **Tasks** section of the **Incident Review** form to open the **Task Review** palette. From here, you can:
    - Add a task response
    - Assign a new Task Owner

- Include attachments
- Mark the task as complete
- Add comments if needed.
- Read more here: View & Manage Incident Tasks.