

Incident Form Comments Overview

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Depending on their [user group](#) and account permissions, users can add and reply to comments on incidents and most related objects. The Comments section is found under the **Communications** tab on a standard form.

When enabling comments on an incident form, note that:

- Clicking **Reply** will create a new comment thread.
- You can tag other users in both comments and replies. To do so, type the @ symbol and begin typing the user's name, then click to select the user. You can tag more than one user per comment or reply.
- Tagged users will receive an email notification with a link to the incident where the comment is posted. However, if that user doesn't have permission to view the object, they will not be able to comment on it.
- If a user makes a comment and their account is later deleted, their comment remains intact.
- To edit your comment, click the text within the comment. Comments marked as resolved cannot be edited.

The screenshot displays the Incident Management interface. At the top, there is a navigation bar with 'Incident Management' and a dropdown arrow, and 'Triage' is selected. Below this, the incident title 'INC-571: 2021 - Security Breach' is shown, along with a status badge 'INC-23' and a 'TRIAGE' button with a dropdown arrow and a three-dot menu. The main content area has two tabs: 'Details' and 'Communications', with 'Communications' being the active tab. Under the 'Communications' tab, there is a 'Comments' section. A comment from 'Incident Screener' dated 'May 24, 2022 4:26 PM' is visible, with the text 'Incident Submitter can I get a witness?'. To the right of the comment is a 'Mark as resolved' checkbox. Below the comment is a 'Reply' button. At the bottom of the comments section is a text input field with the placeholder text 'Type here to add a comment'.

Comments on an incident form's Communications tab.