Investigation-Applicable Incident Types

Last Modified on 07/15/2020 5:35 pm EDT

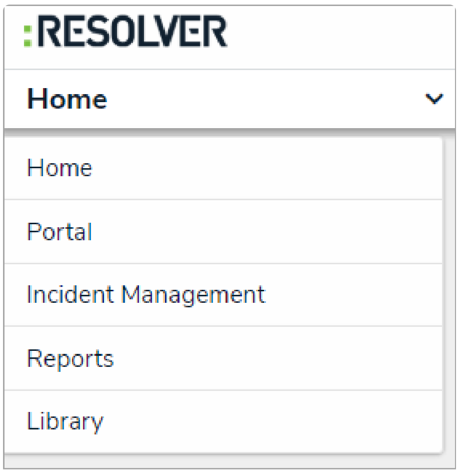
An investigation can only be opened if the associated incident is given an investigation-applicable incident type. Users in the **Administrator (Incident Management)** user group can determine if incident types are investigation-applicable.

> The **Administrator (Incident Management)** user group can view incident objects and create library objects only. It is not to be confused with the Core Administrator , who can add users.

To make an incident type investigation-applicable:

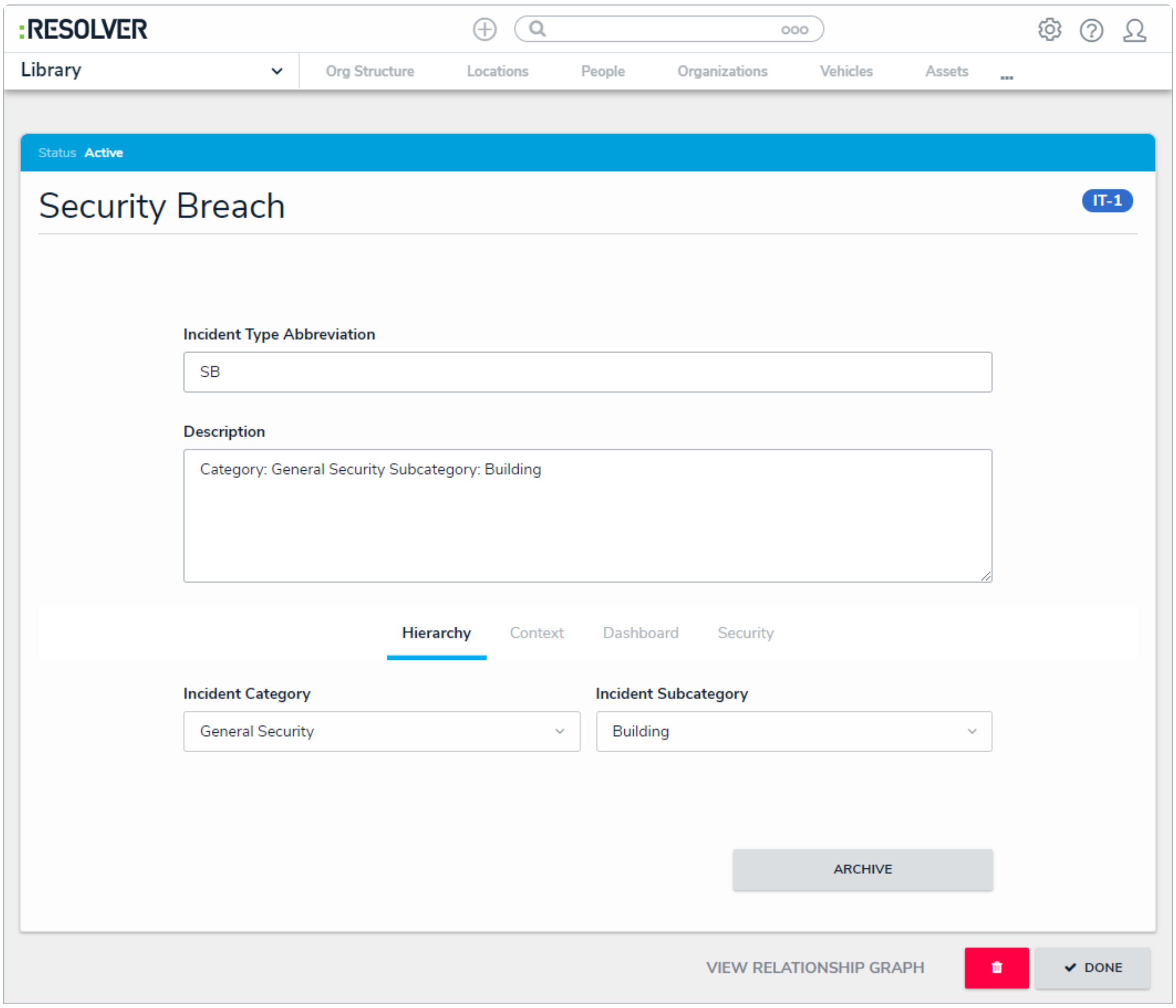
1. Log into a user account that's been added to the **Administrator (Incident Management)** user group.

2. Click the dropdown in the nav bar **> Library.**



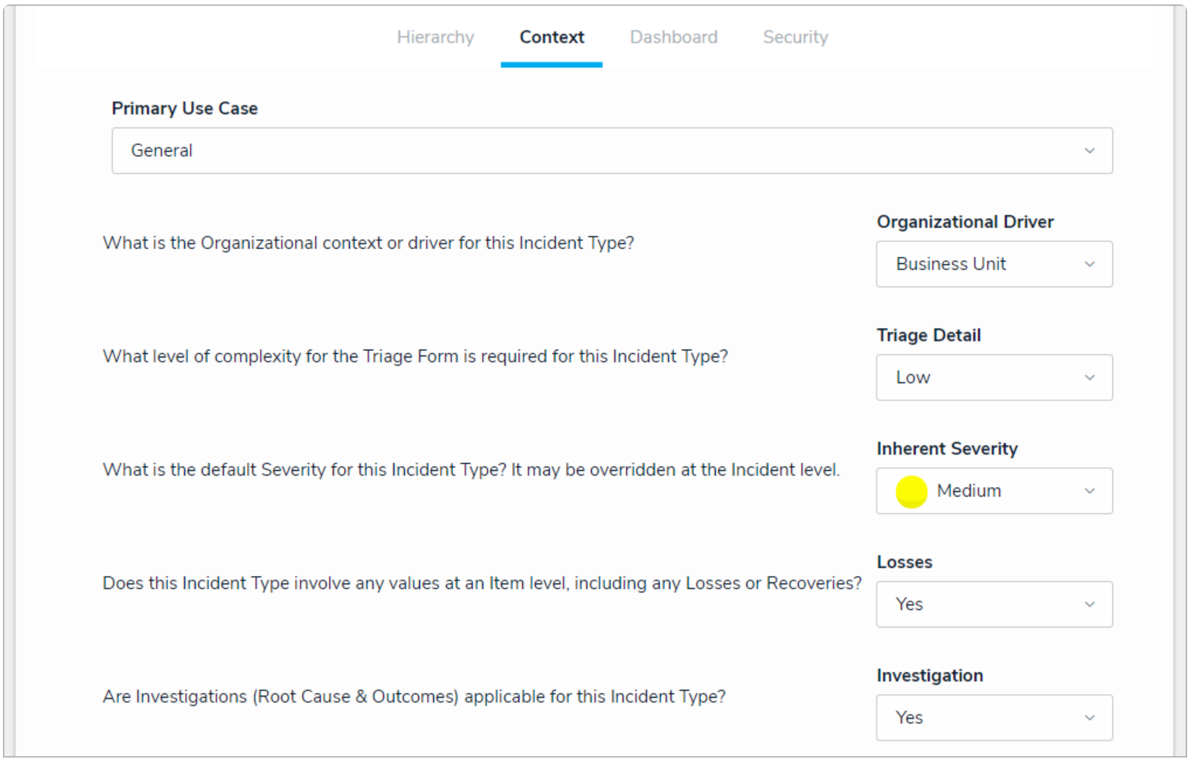
The Library application in the nav bar.

3. Click the **Incident Types** activity.
4. Click an incident type name to open the **Incident Type Review** form.



The Incident Type Review form.

5. Click the **Context** tab.



The Context tab on the Incident Review form.

6. Select **Yes** under **Investigation**.

7. **Optional**: If there is an incident value threshold at which the incident should be automatically investigated, enter the amount in the **Investigation Threshold** field.