

User Groups

Last Modified on 10/06/2021 3:35 pm MDT

User groups determine the applications and fields users can access within the Incident Management app. The app has seven default user groups:

- **Portal Access:** Users in this group can access the portal where they can submit incidents, review draft incidents, or amend incidents that were sent back for them from the Incident Screener. This user group also provides an area for occasional users across all applications to perform work. This includes task owners, issue owners, BOLO report broadcasts and **Announcements**.
- **Officer:** Users in this group can create, monitor and update incidents in the same way that users in the **Portal Access** user group can, though they cannot close them.
- **Incident Screener:** Users in this group are responsible for managing incidents in the **Triage** state, including assigning incident owners, supervisors, or investigators.
- **Incident Owner:** Users in this group review incidents for accuracy and completion and can close the incident, return it to the **Triage**, or open an investigation. In some cases, incident owners can also create their own incidents. The Incident Owner of an incident has exclusive access to the entire record, including related data, and thus this is the central user group within Incident Management.
- **Incident Contributor:** Users in this group can make contributions to the incident's narrative or attachments when invited by the Incident Owner or Investigator.
- **Location Manager:** Users in this group can view all details of their assigned locations and any related objects.
- **Incident Investigator:** These users examine the root cause and outcome of an incident and can create cases for in-depth investigations. Investigators add interviews and evidence, and link the incident to related incidents and persons.
- **Incident Supervisor:** These users manage incidents in a **Closed** or **Review** state.
- **Incident Approver:** Users in this group can review and approve incidents in a **Review** state, but can not make any updates to data.
- **Case Manager:** These users investigate incidents, persons, and locations in the **Cases** activity.
- **Administrator (Incident Management):** These users oversee the Incident Management app, view all incident data, and are responsible for adding users and **Library** objects.