

Closing an Incident

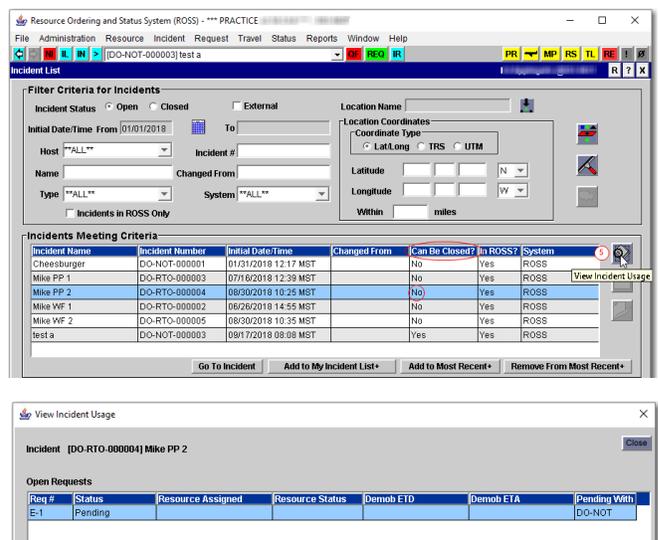
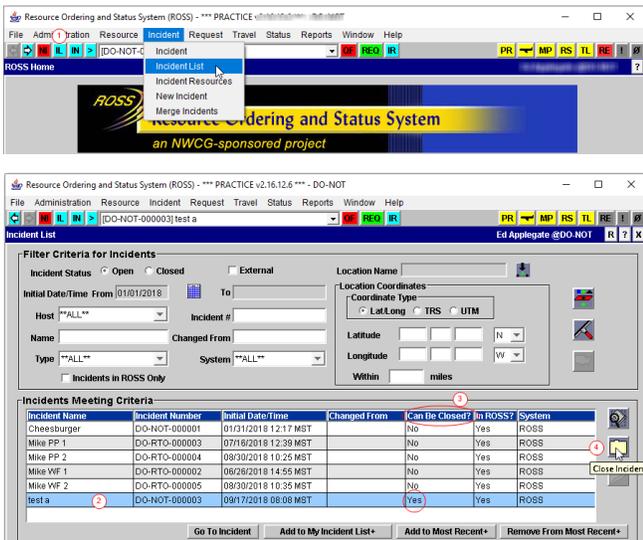
Description: This QRC describes how to close an open incident and how to reopen a closed incident.

To close an Incident

1. On the **Incident** menu, click **Incident List**, or click the **IL** button.
Note: The list defaults to Open Incidents.
2. In the **Incidents Meeting Criteria** grid, click and highlight the **Incident Name** to be closed.

3. Check the **Can Be Closed** column.
4. If Yes, click the **Close Incident** button.
5. If No, then click the **View Incident Usage** button.

*The **View Incident Usage** button lists open Requests (Pending or Filled) for the selected Incident. You can use the View Request feature for any highlighted request at this screen. These requests must be processed before the Incident can be closed.*



To reopen an Incident

1. On the **Incident** menu, click **Incident List**, or click the **IL** button.
2. In the **Incident Status** section, click the **Closed** radio button, and click **Filter**.

3. In the **Incidents Meeting Criteria** grid, click and highlight the Incident Name to be reopened.
4. Click the **Reopen Incident** button.

