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.