

Submit an Incident

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For instructions on submitting an incident, watch the attached video or follow the steps below. To submit an incident while keeping your identity confidential, [review this article](#).

Your browser does not support HTML5 video.

To submit an incident through the portal:

1. Log into a user account from the **Portal Access** or **Officer** user group.
2. Click the dropdown menu in the **nav bar**, then click **Portal**.



The Portal application in the nav bar.

3. Click the **+New Incident Submission** button.

Record an Observation

RESOLVER

Welcome to the Incident Submission web-portal. This avenue offers you the ability to provide vital information to our teams regarding incidents or compliments.

Please attempt to be as descriptive as possible when describing the incident, including information such as: location, involved parties, timelines and any other relevant details.

If there is an immediate threat to self or others, weapons present, indications of suicide contemplation, injuries to self or others, or any scenario that requires immediate response **seek immediate assistance by calling 911.**

In order to make a submission confidentially, click [here](#) to access a confidential submission portal.

Observation

Observed Date/Time

Observation Type

Select one...

Location

Search

Map showing streets: Hope St, Earlscon, Nairn, Harvi, Boon P, MCR, Cafe, Gilbert, Prescott, Blackthorn, Roseth, Ave, Jwntree.

The Create Incident form.

4. Enter your **Name**, **Email Address**, and **Observed Contact Info** in the relevant fields.
5. Enter details of the incident in the **Observation** field.
6. Select a date and time from the **Observed Date/Time** field.
7. Select an observation type from the **Observation Type** dropdown menu.



Depending on how Incident Management has been configured, users may be able to choose the incident type instead of an observation type.

8. **Optional:** If you chose **Physical Security** as the Observation type, drag images and attachments to the **Photo** and **Observation Attachments** fields to add them to your submission.
 - You can also click in the box below **Photo** or **Observation Attachments** to browse for files on your machine.
9. **Optional:** Begin typing in the **Location** field or place a pin on the map to select the location of the incident.
10. Click **Submit** to submit the incident or **Save as Draft** to review or edit the incident later.



Navigating away from the incident form before clicking **Submit** or **Save as Draft** will delete any change made to the form.