Resolver.

Investigate an Incident

Last Modified on 05/25/2022 3:54 pm EDT

The Incident Owner is responsible for opening investigations and assigning Investigators.



An incident under investigation in the My Tasks page.

To document an investigation into an incident:

- 1. Go to the **My Tasks** page.
- 2. Click an incident in the Under Investigation state to view the Incident details.

Relationship Graph	History C	Communications		
vestigation				Investigations Summary
Investigator		Investigation Start Date	Investigation Close Date	Outcome Overview
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Viewing an incident under investigation.

- 3. Complete the following fields in the **Details** section, as needed:
 - Investigator
 - Investigation Start Date
 - Investigation Close Date



- Description.
- 4. Complete the fields in these tabs below, noting that your user group may not be permitted to edit all fields within these sections:
 - Action Plans & Logs
 - Evidence
 - Interviews
 - Links & Attachments
 - Root Causes/Outcomes.
- 5. Scroll to the bottom of the form and click one of following buttons:
 - **Return:** Returns the incident back to the Incident Owner in the **Open** state.
 - **Complete Investigation:** Closes the incident because no further action is required. The incident can be viewed and reopened by the Incident Owner and the Incident Supervisor. Read more here: View and Reopen a Closed Incident.