End and Close an Incident

Overview

In Electronic ICS (eICS), incidents should be ended when the actual incident has been resolved and the Incident Command team is dismissed. Contacts associated with the incident are automatically notified when the incident has been ended unless you choose to cancel the notification for one or more contacts. Ended incidents can still be edited and information can be added to its dashboard.

When changes to an ended incident are complete the incident can be closed. Contacts associated with the incident can view its dashboard, but closed incidents cannot be edited. Only facility administrators can close and make changes to closed incidents.

To End an Incident

1. On the *Home* page, locate the active incident and click **View**. The *Incident Dashboard* opens.

   *Tip: Active incidents can also be located by pointing to the **Response** menu, clicking **Incidents**, and in the **Incidents for** list, selecting the facility.*

2. In the **Summary** tab, click **End Incident**. The *Select Notification Contacts* window opens.

3. Select or clear the **By Voice** and/or **By Email** check boxes for contacts you want or do not want to notify about the incident's end.

4. Click **OK**. The incident has been ended and the **Status** reflects the change.
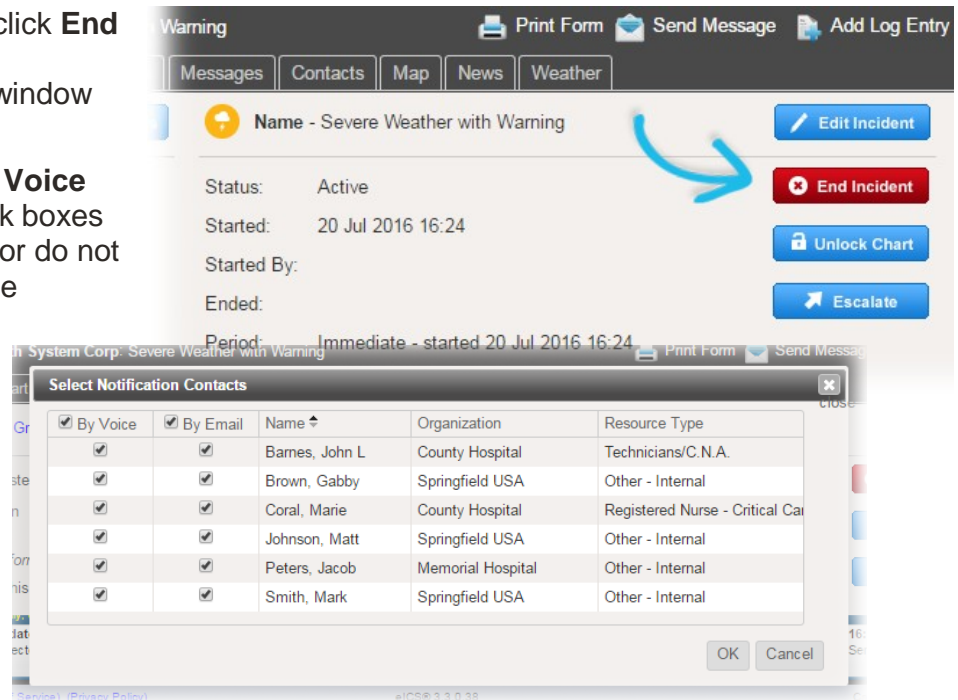
To Close an Incident

1. On the *Home* page, point to the **Response** menu, and click **Incidents**. The list of incidents opens.

2. If necessary, in the **Incidents for** list, click the name of the facility to which the incident belongs. The list updates to show the incidents associated with the selected facility.

3. In the list of incidents, locate the ended incident and click **View**. The *Incident Dashboard* opens.

4. In the **Summary** tab, click **Close Incident**. The *Close Incident* window opens.

5. Click **Yes**. The incident has been closed and the **Status** reflects the change.
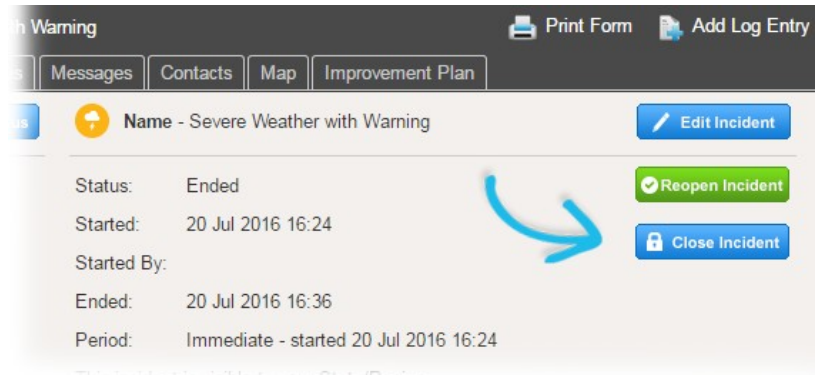
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