End an Incident

Once an incident has been resolved, you can end the incident in eICS and decide if you need to notify contacts.
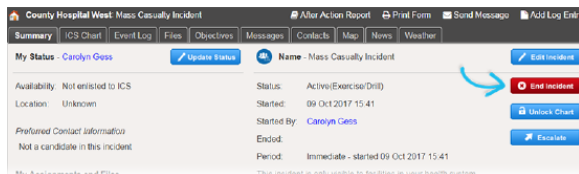
Helpful Links

Juvare.com

Juvare Training Center

Announcements

Community Resources

When you choose to end an incident, the *End Incident and Notify Contacts* window opens. It helps you quickly identify **None**, **All**, or **Selected** contacts and allows you to choose Voice and/or Email and Mobile notifications. Additionally, contacts that are logged in to eICS when the incident is ended will see a notification in the solution. After ending the incident, the Incident Dashboard looks slightly different because certain features are no longer available (for example, custom tabs) and other features, like the Improvement Plan tab, are added to the dashboard.

> **Note**: If an incident is ended by mistake, you can re-open it. However, once an ended incident is closed, it cannot be re-opened. If you need assistance with an ended or closed incident, contact *Juvare Support*.

To end an incident

1. Point to **Response** and click **Incidents**. The *Incidents* page opens.
2. Locate the incident in the list and on that row click **View**. The *Incident Dashboard* opens with the *Summary* tab active.
3. On the right, click **End Incident**. The *End Incident and Notify Contacts* window opens.
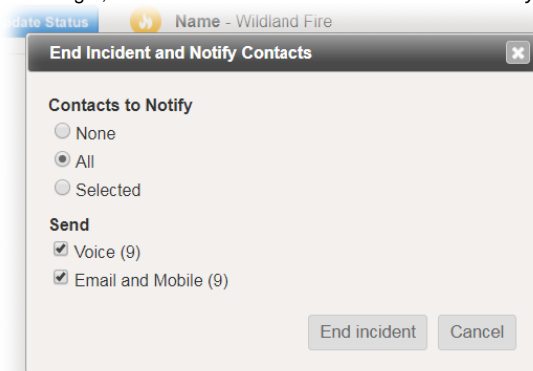
4. For **Contacts to Notify**, take one of these actions.

If you want to...	Then...
Not notify any contacts,	If it is not already selected, click None.
Notify all contacts,	• Click **All**. The *Send* area appears. • To identify the notification method, select or clear the **Voice** and/or **Email and** Mobile check boxes.

Notify only some contacts,	- Click **Selected**. The contacts area appears. - Enter part or all of the contact's name or ICS position. Or, click **Add all**. Results appear below. - For each contact you want to notify, select the check box for the corresponding notification method you want to use.

5. Click **End Incident**. The window closes.

   Note*: Ended incidents can be located by pointing to **Recovery** and clicking **Incident Reports**.*