

Close an Incident

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You can still make changes to incidents that have been ended. When changes are complete and you want to close the incident, you can change the incident status to **Closed**. Closing an incident allows only certain users to make changes to specific elements and certain features are disabled.

To close an incident

1. On the *Home* page, point to the **Response** menu and click **Incidents**. The *Incidents for* page opens.
2. On the left, locate the incident and on that row, click **View**. The *Incident Dashboard* opens.

My Status - Michelle St. Claire [Update Status] Name - Utility Failure [Edit Incident]

Availability: No Response Status: Active [Reopen Incident]

Location: Unknown Started: 18 Aug 2016 10:14 [Close Incident]

Preferred Contact Information Started By: John Brown

555-555-5555 (phone) Ended: 18 Aug 2016 12:14

msstclair@capcoral.com (Email) Period: Immediate - started 18 Aug 2016 10:14

3. On the right, click **Close Incident**. The *Close Incident* window opens.
4. Click **Yes**. The window closes.

Note: Closed incidents can be found by pointing to **Recovery** and clicking **Incident Reports**.

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