Adding Actions To Incidents

To add a new action to an incident:

1. Click **Incidents** > **Incidents**. The Incidents page displays.

2. Use the navigation tree on the left to locate the dynamic folder containing the incident. Select the checkbox next to the desired incident.

3. Click **Details** to display the details of the selected incident.

4. Click **Actions & Tickets**. Under Incident Actions, click **New**.

5. The **Add Incident Action** wizard appears, enter the *Action Summary, Action Time, Status, Resolution* and *Action Description*.

6. Click **OK**. A new incident action is added in the Incident Action section.

To edit the action associated to an incident

1. Click **Incidents** > **Incidents**.

2. Use the navigation tree on the left to locate the dynamic folder containing the incident. Select the checkbox next to the desired incident.

3. Click **Details**, to display the details of the selected incident.

4. Click **Actions & Tickets** and under **Incident Actions**, click **Edit**. The Edit Incident Action wizard appears.

5. Edit the required data and click **OK**.