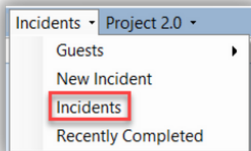


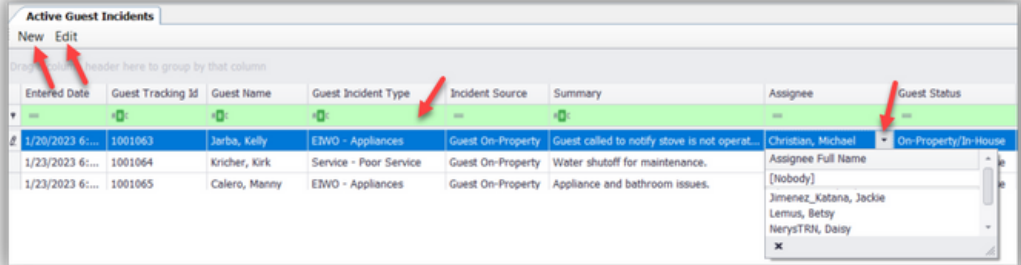


Open Incidents can be accessed and updated anytime from the Active Guest Incident screen. Incidents will remain open and active until Closed.

Step 1: To access the Active Incidents, go to the Incidents drop down and click **Incidents**.



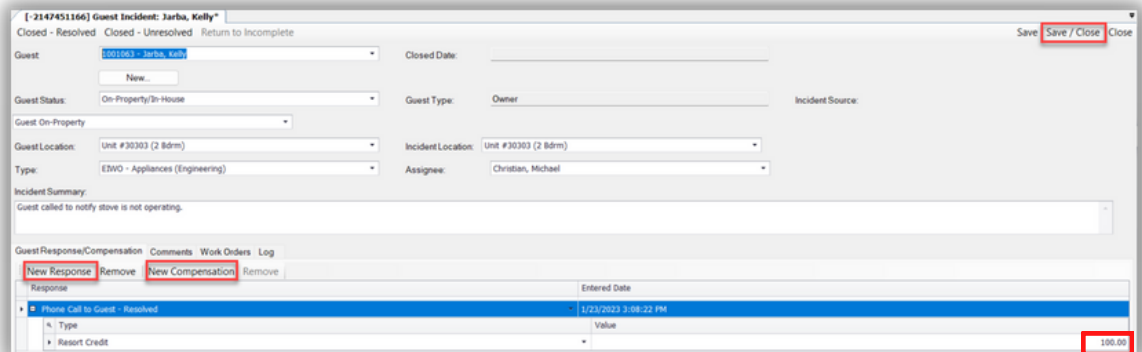
Step 2: The Active Guest Incident Screen opens with a list of all active incidents for your property.



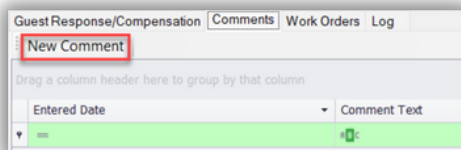
- Use the green bar to filter by any of the column headers
- Click **New** to create a New Incident
- **Assign** or **Reassign** an Incident
- To Edit or view an incident's details screen, highlight and either **Double click** or click the **Edit** Button

Step 3: Add **Responses and/or Compensation** in the bottom half of the screen. If you are not ready to close out the incident but have updated the information, click **Save/Close**.

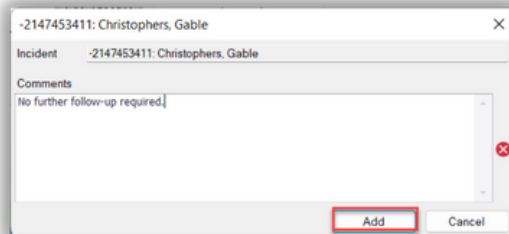
Any Compensation and its required Value must be associated with the corresponding Response.



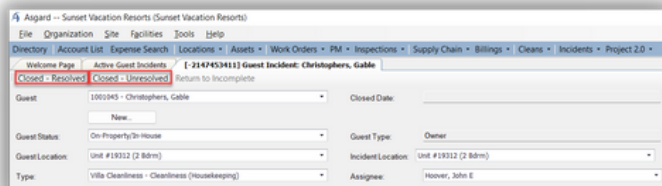
Step 4: Add any **Comment** summarizing the resolution of the incident with all important details.



A Comment is REQUIRED in order to close out a Guest Incident.



Step 5: When the incident is ready to be closed select either **Closed-Resolved** (Guest satisfied) or **Closed-Unresolved** (Guest unsatisfied).



Step 6: Click **Save/Close**, and the incident will move to the **Recently Completed** screen. You can view Recently Completed Incidents within the last 24 hrs to 30 days.

