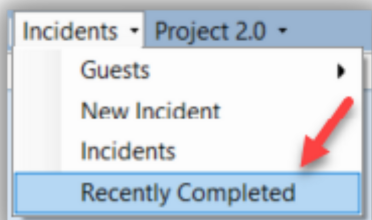
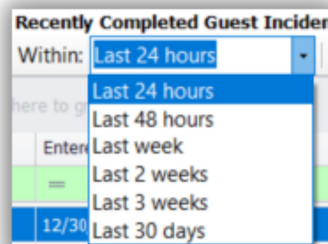


Incidents completed within the last 30 days can be accessed from the Recently Completed Screen. You can view details and add additional comments or return the incident to incomplete to add more guest responses/compensation if needed.

**Step 1:** Go to the Incidents drop-down and select **Recently Completed**.



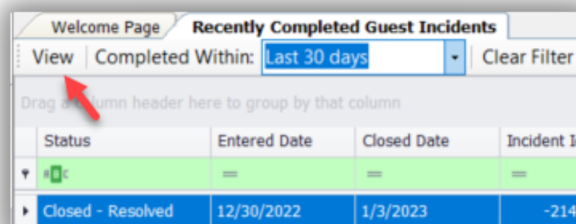
**Step 2:** From this screen, you can view all Guest Incidents completed within the last 24 hours or up to the last 30 days.



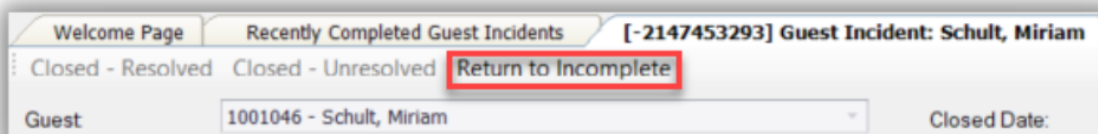
**Step 3:** To view the details of an Incident, **highlight and double-click** or click the **View** button.



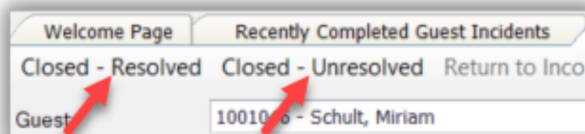
Use the green filter bar to sort the data.



**Step 4:** From the Incidents detail screen, you can review all the information and add *additional* Comments. To add *additional* Guest Responses or Compensation, click the **Return to Incomplete** button to reopen the Incident.



**Step 5:** After updating or adding additional information to the incident you can click **Save**, **Save/Close** or Return the Incident to **Complete** by either clicking **Closed-Resolved** or **Closed-Unresolved**.



All changes made to an incident are tracked under the **Log** tab.

