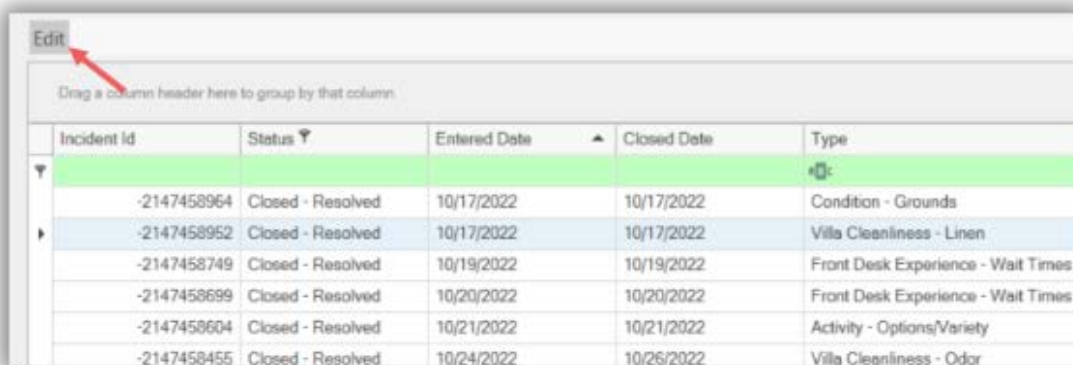


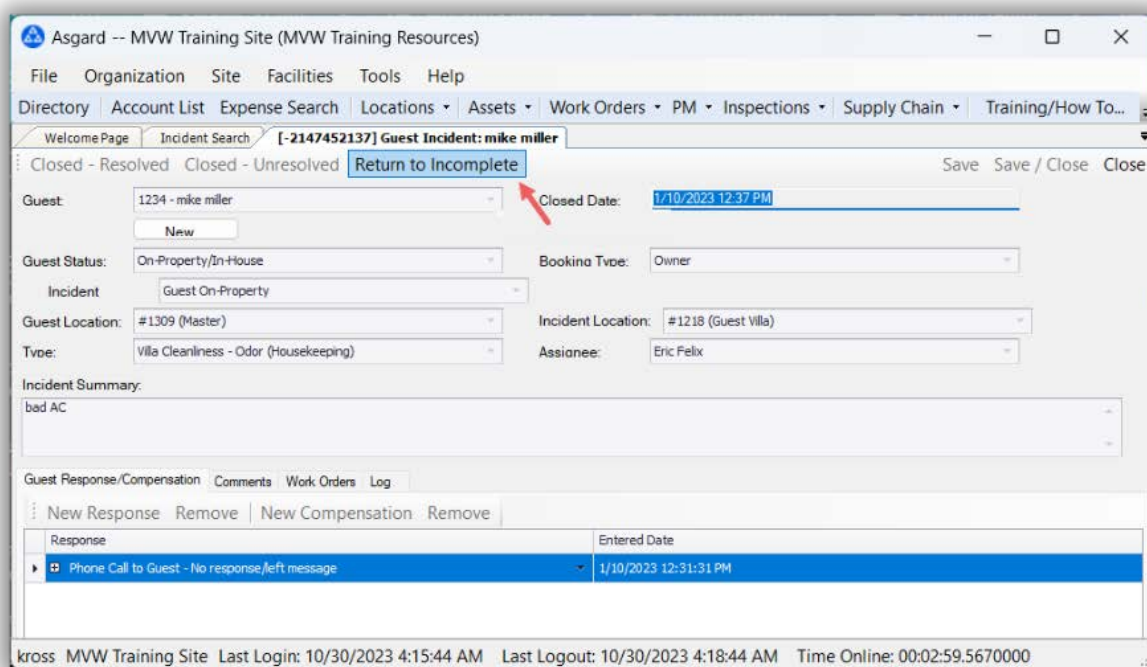
Step 5: Highlight an Incident and click **Edit** to open and view the Incident Details.



Drag a column header here to group by that column.

Incident Id	Status	Entered Date	Closed Date	Type
-2147458964	Closed - Resolved	10/17/2022	10/17/2022	Condition - Grounds
-2147458952	Closed - Resolved	10/17/2022	10/17/2022	Villa Cleanliness - Linen
-2147458749	Closed - Resolved	10/19/2022	10/19/2022	Front Desk Experience - Wait Times
-2147458699	Closed - Resolved	10/20/2022	10/20/2022	Front Desk Experience - Wait Times
-2147458604	Closed - Resolved	10/21/2022	10/21/2022	Activity - Options/Variety
-2147458455	Closed - Resolved	10/24/2022	10/26/2022	Villa Cleanliness - Odor

From here, you can return a **'Closed'** Incident back to **'Incomplete'** status. This allows you to make additional changes or updates, ensuring accuracy in your Incident management.



Asgard -- MVW Training Site (MVW Training Resources)

File Organization Site Facilities Tools Help

Directory Account List Expense Search Locations Assets Work Orders PM Inspections Supply Chain Training/How To...

Welcome Page Incident Search [-2147452137] Guest Incident: mike miller

Closed - Resolved Closed - Unresolved **Return to Incomplete** Save Save / Close Close

Guest: 1234 - mike miller Closed Date: 1/10/2023 12:37 PM

New

Guest Status: On-Property/In-House Booking Type: Owner

Incident: Guest On-Property

Guest Location: #1309 (Master) Incident Location: #1218 (Guest Villa)

Type: Villa Cleanliness - Odor (Housekeeping) Assignee: Eric Felix

Incident Summary:
bad AC

Guest Response/Compensation Comments Work Orders Log

New Response Remove New Compensation Remove

Response	Entered Date
Phone Call to Guest - No response/left message	1/10/2023 12:31:31 PM

kross MVW Training Site Last Login: 10/30/2023 4:15:44 AM Last Logout: 10/30/2023 4:18:44 AM Time Online: 00:02:59.5670000