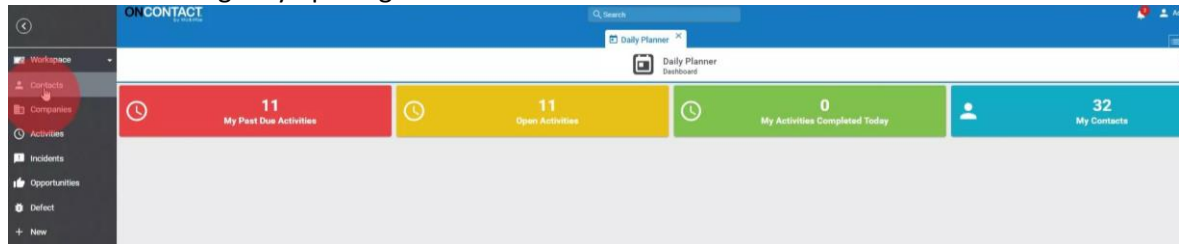
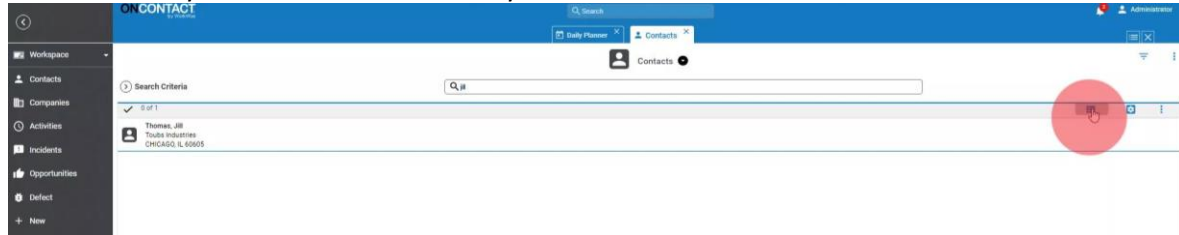


ADD AND MAINTAIN AN INCIDENT

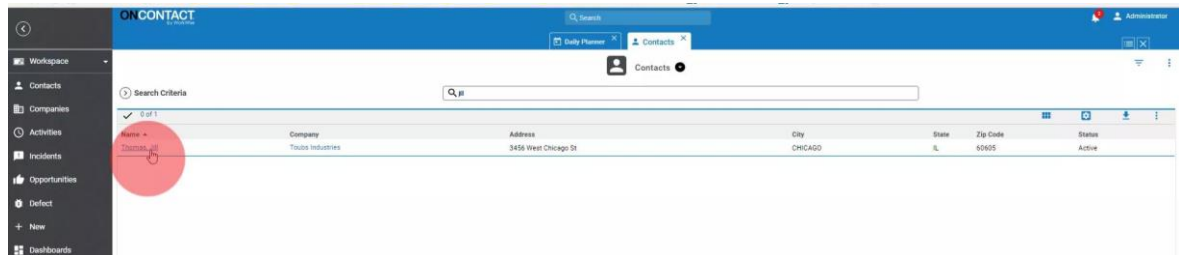
1. It's best to begin by opening the Contact. Click Contact



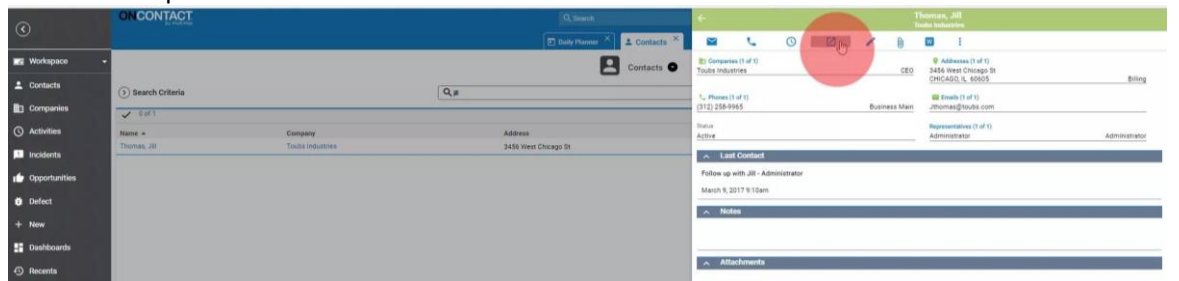
2. Search for your Contact. Switch the layout.



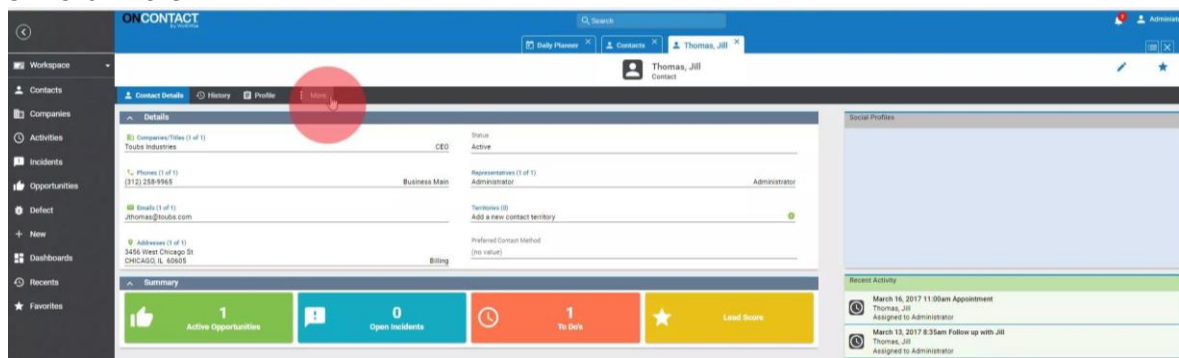
3. Select the correct Contact.



4. Click to open the record.

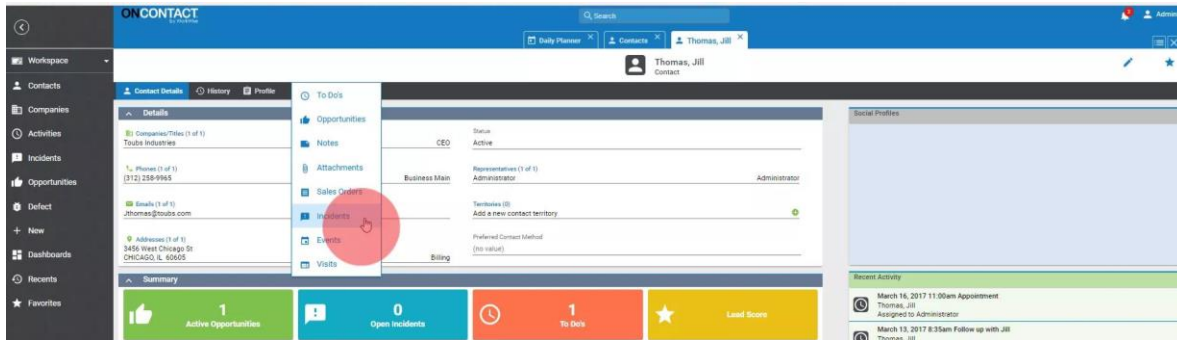


5. Click More

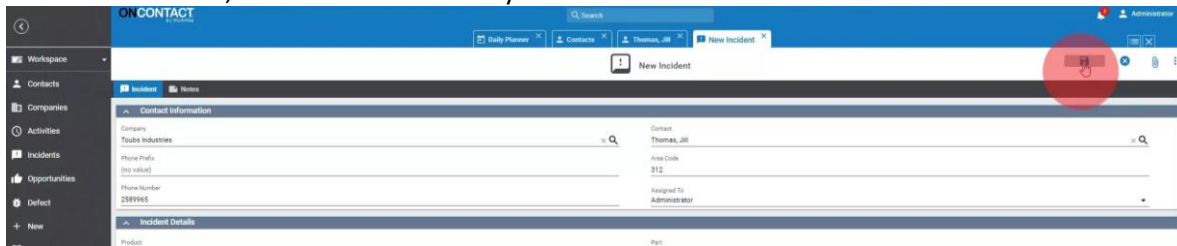


6. Click Incidents

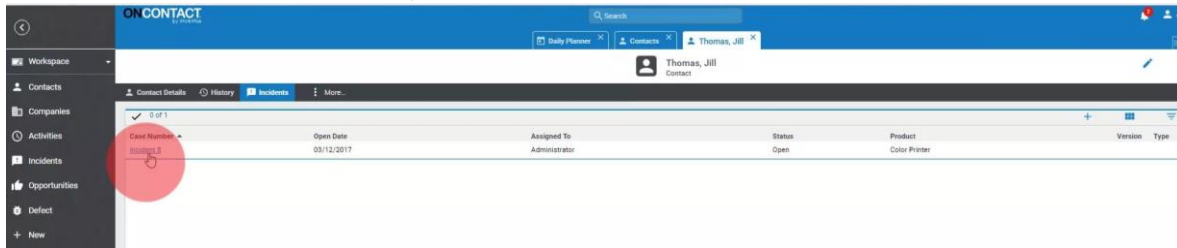
ADD AND MAINTAIN AN INCIDENT



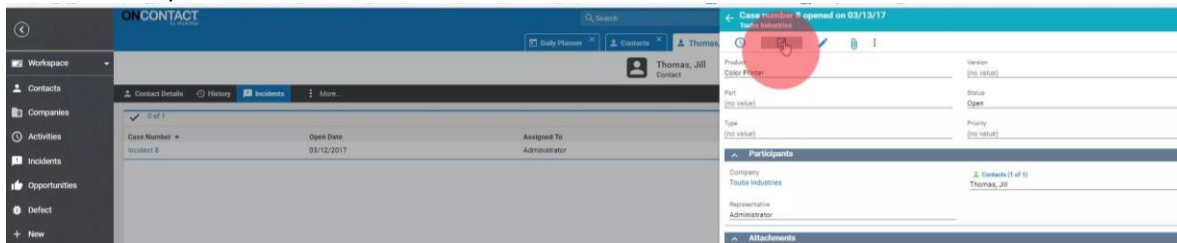
7. Add the Notes, Incident status and any other information. Save the record



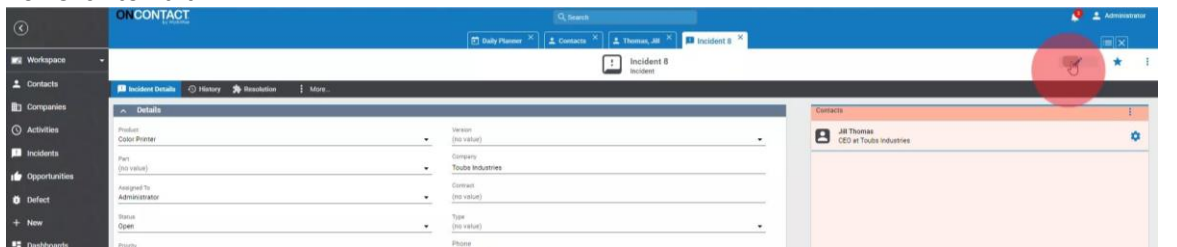
8. To add additional information, click to select the Incident



9. Click to Open

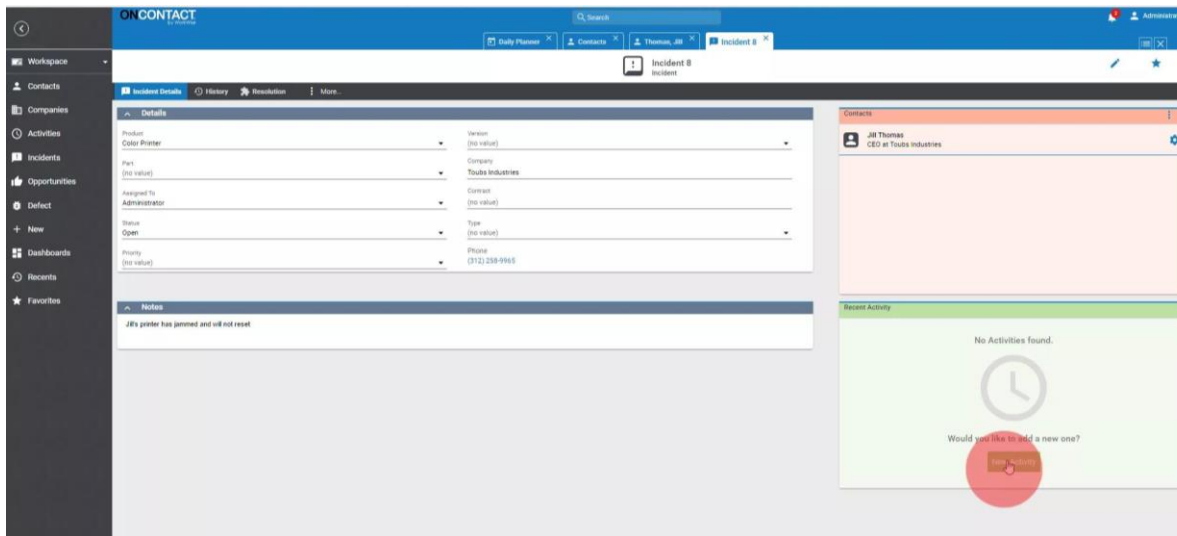


10. Click to Edit

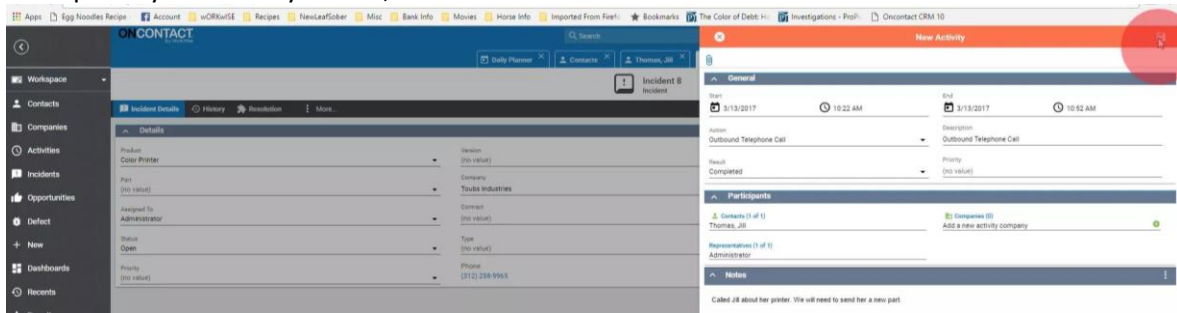


11. Click to add an Activity

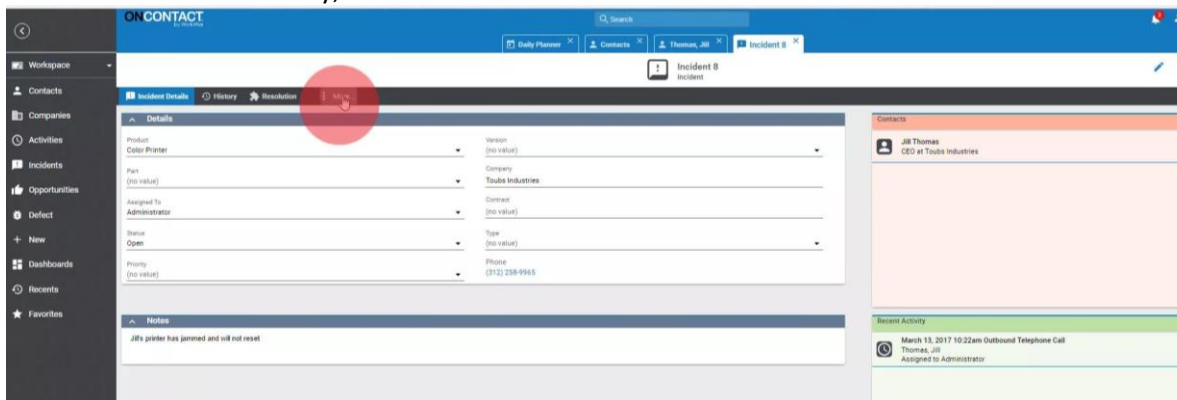
ADD AND MAINTAIN AN INCIDENT



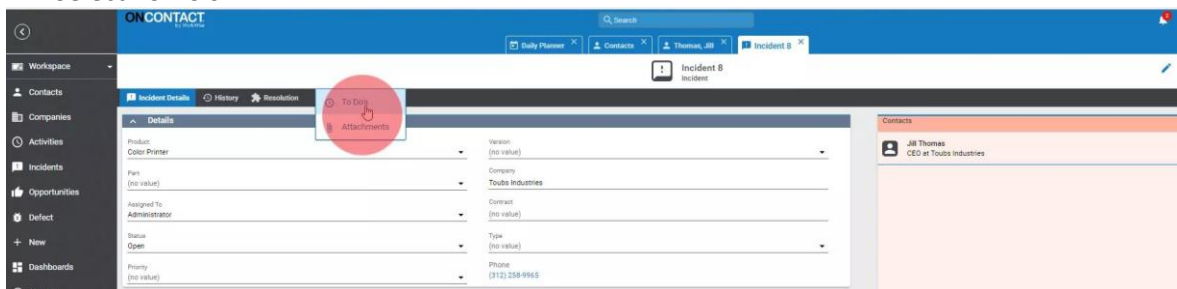
12. Update your Activity record, and click to Save.



13. To add a future Activity, click More

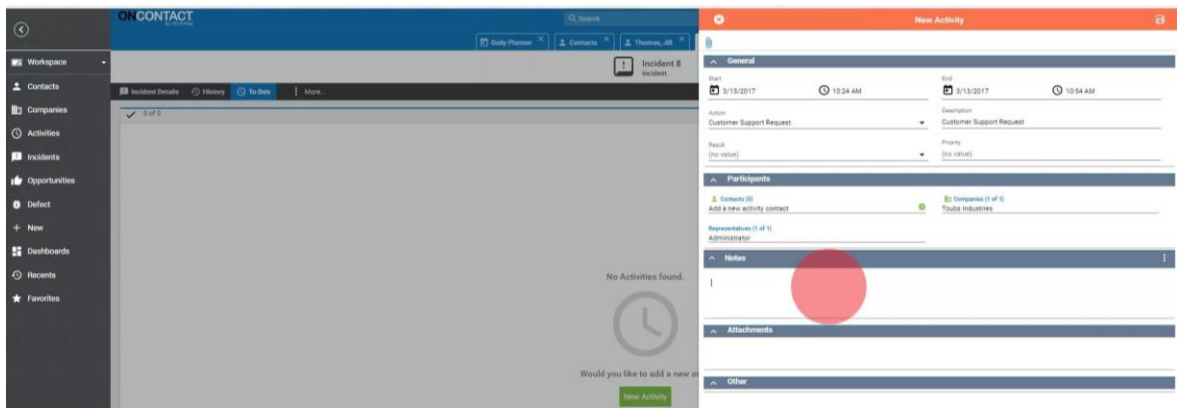


14. Select To Do's

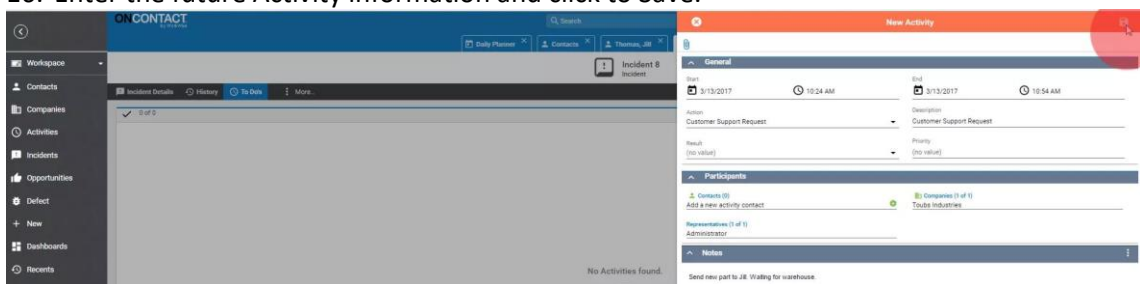


15. Left Click- OnContact CRM

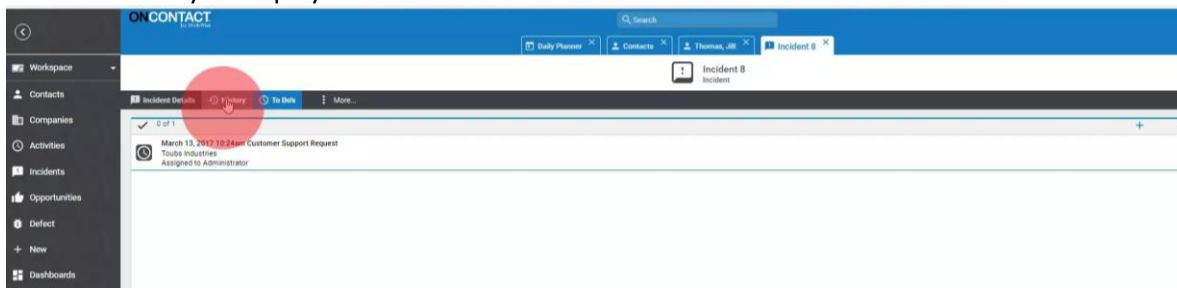
ADD AND MAINTAIN AN INCIDENT



16. Enter the future Activity information and click to Save.



17. Click History to display all Activities



18. Click Incident Details to return

