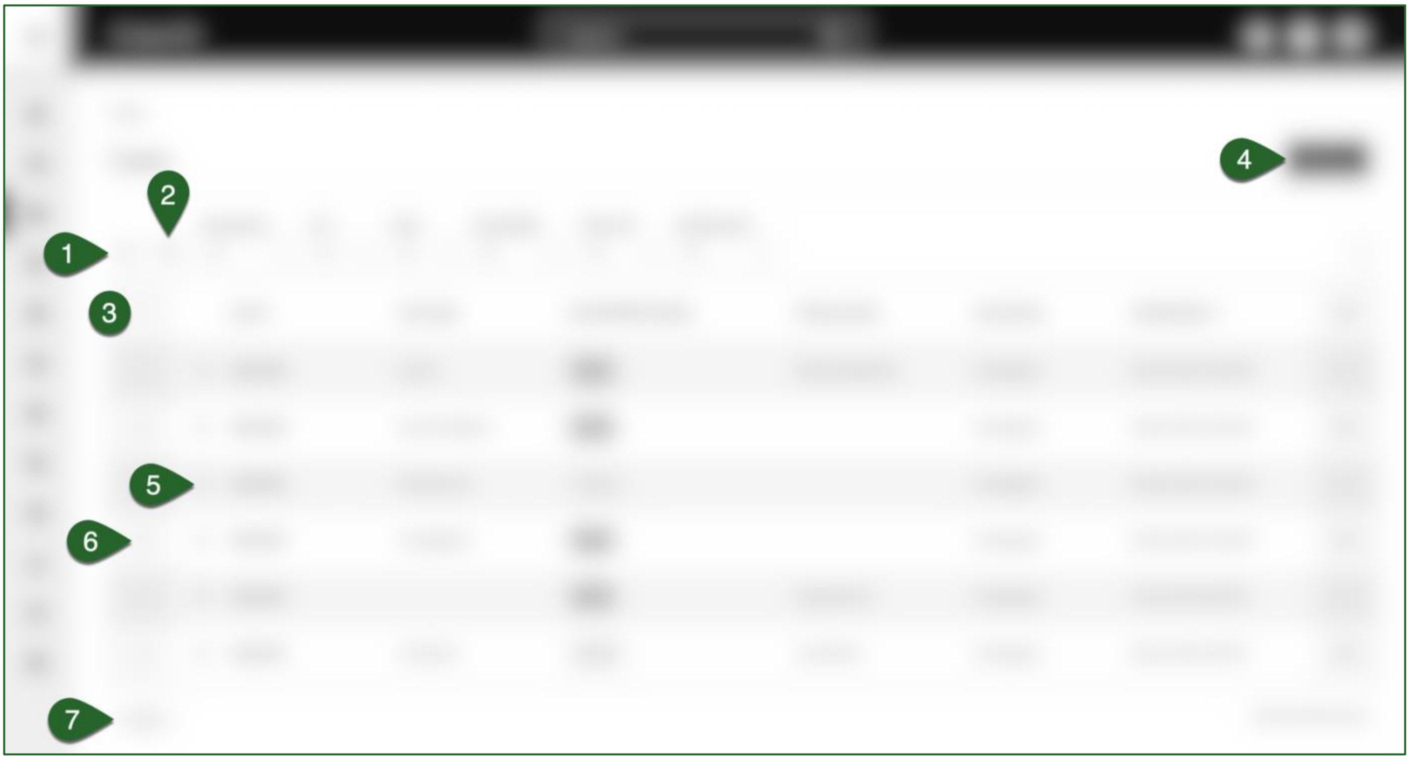
4.1 Incidents Grid Page

On the Incidents Grid page, you can review and manage incidents in a table based on your permissions. Click the Incidents tab to access the Incidents Grid page. See descriptions of the main elements on the Incidents Grid page following the labelled screenshot.



1. **Search** button: click to enter text in the search box and the grid will pull all incidents that (1) contain the text and (2) you have permissions to access.
2. Filters: you can filter the grid to only see certain types of incidents. The filters available by default are "Status", "List", and "Team". You can add more filters by clicking the **Filter Menu** button, selecting the fields by which you want to narrow down the grid data, then clicking **Done**.
3. Grid: each row represents one incident record in [product]. Click a row to see that record's page. You will only see incidents that you have permissions to access.
4. **Add Incident** button: navigates you to the New Incident form to add an incident in [product] (see **Add an Incident**).
5. Bookmark: bookmark incidents by clicking the star icon. Your bookmarked incidents will have an orange star.
6. Select incidents: click the checkbox to select the record and see additional options. You can select multiple incidents simultaneously.
    a. Add to Lists: add the incidents you selected to an existing list or create a new list.
    b. Re-assign: reassign all selected incidents. See **Assign a Case** for details.
    c. Export: export all selected incidents to a .csv file. See **Export Grids** for details.
7. Grid pages: navigate through the grid results using the page numbers.