

Incident Association Dashboard Widget

The **Incident Association Widget** displays real-time incident and task tallies assigned to or associated with the logged-in user. Its primary purpose is to give administrators an immediate operational summary of their active workload, assigned tasks, group responsibilities, and associated incident reports directly on their dashboard. This article is intended for OPSCOM administrators.

Setup and Configuration

The Incident Association widget is built directly into the dashboard framework.

- **Admin Side:** Administrators must have system role permissions enabled to edit dashboards (dashboard_edit_any or ownership of the target dashboard).
- **Data Source:** Automatically queries the logged-in administrator's account profile to pull active incident management records, individual task assignments, and group task queues.

Using this Feature

Administrators can use the following instructions to add and view the Incident Association widget on any customizable dashboard workspace.

Adding the Widget

1. Open your target dashboard, toggle **Edit Mode** to **On**, and click **+ Add Widget**.
2. Select **Incident Association Widget** from the gallery.
3. The tile automatically renders summary metrics and active records tied to your administrator profile.

Summary Metrics & Record Table

Header Metrics Summary

The top bar of the tile displays three real-time counters:

- **Incidents:** Total count of active incidents linked to the logged-in administrator (e.g., created by or assigned to the admin).
- **My Tasks:** Total count of individual tasks directly assigned to the logged-in user across all active incidents.
- **Group Tasks:** Total count of unassigned or shared tasks assigned to the administrator's user group or department queue.

Incident Detail Table

When active records exist, the widget populates a structured data table featuring:

- **Incident Number:** Clickable blue button tag containing the unique incident number for quick navigation to the full incident report.
- **Report Date:** Timestamp indicating when the incident was logged.
- **Relation:** Visual badges identifying the administrator's connection to the incident.
- **Task Counters:** Numerical count columns breaking down specific **My Tasks** and **Group Tasks** remaining for each listed incident row.

- **Empty State:** Displays a "No records found" inbox icon when the administrator has no active incident associations or pending tasks.

Available Controls and Header Toolbar

- **Refresh:** Manually queries the system to fetch and display the latest incident counts and task assignments.
 - **Settings:** Opens configuration settings to rename the widget tile.
 - **Duplicate:** Clones the widget tile onto your active dashboard grid.
 - **Delete:** Removes the widget tile from the dashboard layout.
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Best Practices and Considerations

- **Personalized Dashboard Experience:** Because data in this widget dynamically resolves to the currently logged-in user, adding it to a shared or default organizational dashboard provides every administrator with their own personalized workload view automatically.
 - **Daily Task Workflow:** Encourage dispatchers and security personnel to keep this widget on their primary landing dashboard so they can monitor new task assignments in real time throughout their shift.
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