

User - Incident History

The **User Incident History** page provides a comprehensive list of all disturbance incidents associated with a specific user. This feature allows administrators to quickly review a person's incident history on the premises to understand patterns or retrieve details about past events. This guide is intended for OPSCOM administrators. Incidents can be distributed to various departments, internal or external parties, or even police.

If you are interested in the **Incident Distribution** feature, please refer to [this article](#).

Using this Feature

This page displays data that is logged through the *Dispatch* and *Incident Reporting* modules. For incidents to appear here, they must be correctly created and associated with the user during the incident logging process. No special configuration is required for the User Incident History page itself. To access a user's incident history, first navigate to the profile of the user you wish to review, then select the **Incident History** page to view the list of incidents

Key Information Displayed

Go to any user's profile, and Select the **Incident History** page to view the list of incidents.

The page lists all disturbance incidents the selected user has been involved in. Each entry in the list typically includes:

- Incident ID Number
- Date and Time of the incident
- A brief description or type of incident

Available Actions & Buttons

- **Details:** Each incident in the list has a **Details** button. Clicking this navigates you to the full report for that specific incident, providing all logged information.
- **Add Note Button:** Click the **Add Note** button to add a general note to the user's main profile. This is useful for summarizing patterns or adding follow-up information related to their overall history. (These are only visible on the administration side)
- **Edit/View Images Button:** Click the **Edit/View Images** button to manage the profile pictures associated with this user.

Warning: The accuracy of this page depends entirely on correct data entry. **Ensure that all new incidents are accurately logged** and associated with the correct users to maintain a complete and reliable history. Try to get suspects to identify with a government issues ID if possible.

Best Practices & Considerations

- **Review the User Incident History** before interacting with a user regarding a new complaint or disturbance. This provides the full context

of past events and informs your approach.

- **Use the Add Note feature** on this page to summarize recurring issues or document actions taken based on a user's pattern of behavior (e.g., **Spoke with user on 2025-07-18 about repeated noise complaints.**). Notes specific to a single event should be added within that incident's **Details** page.
- The information on this page is critical for identifying repeat issues and making informed decisions about property access or other administrative actions.

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