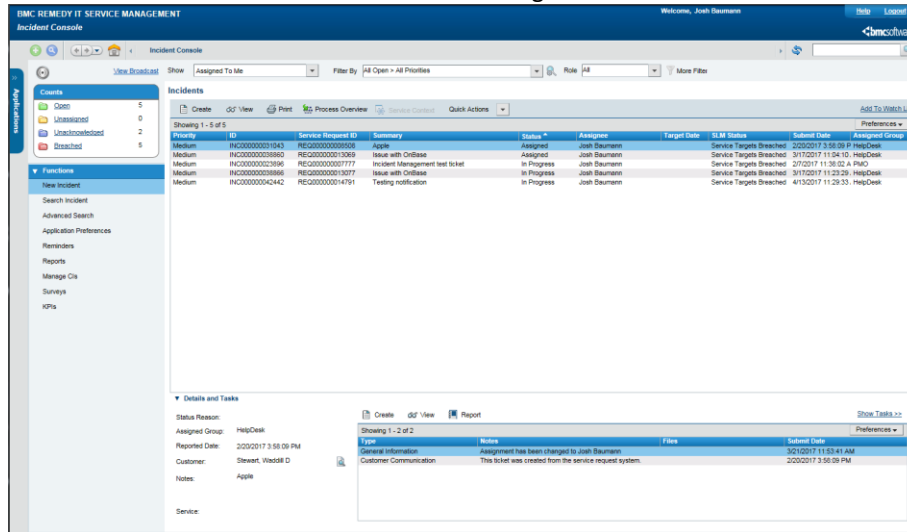


# ITSM IM Quick Reference - Monitoring The Incident Console

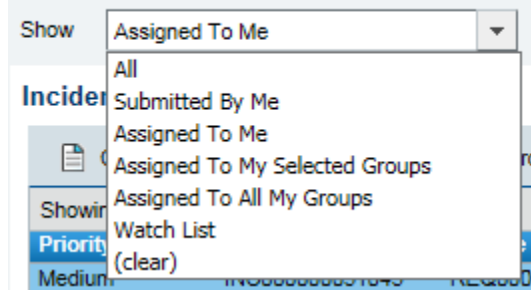
## Incident Console

- From the IT Home Page/Overview Console, select Incident Management Console.
- The default view is set to show all incidents 'Assigned to Me'

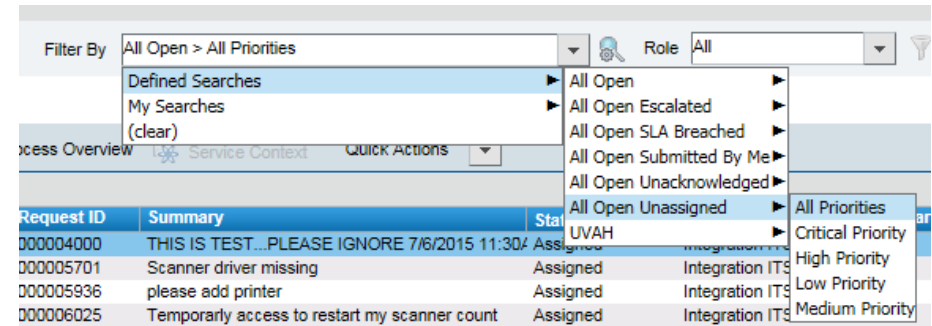


- In order to see all incidents for your Support Groups, set show to 'Assigned to All My Groups' or 'All My Selected Groups' if you want to see a subset.

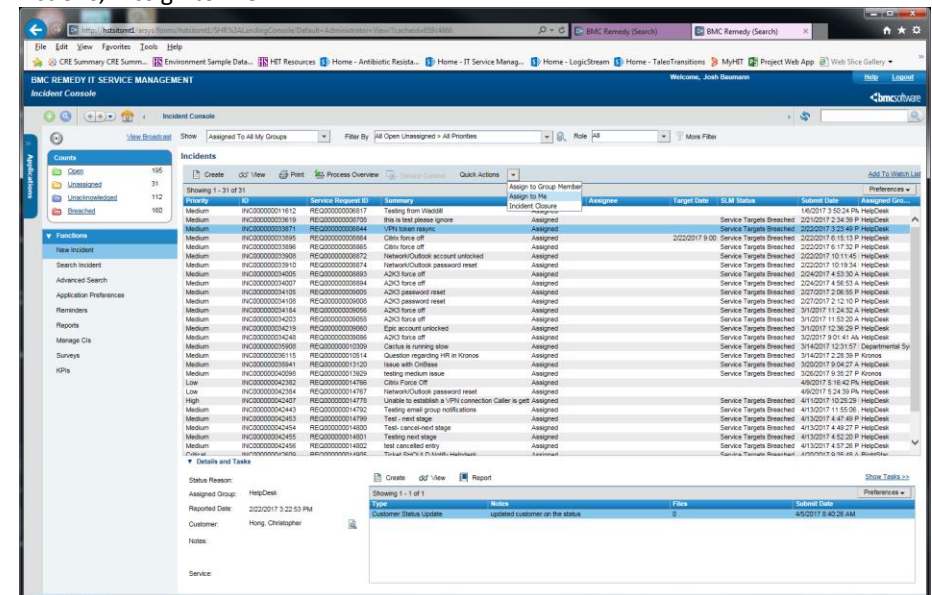
## Incident Console



- If you only want to see 'Unassigned' Incidents select Filter By, Defined Searches, All Open Unassigned, All Priorities.



- The Incident Console will now show tickets assigned to your support group that no individual team member has been assigned to yet.
- To assign an incident to yourself, select the incident in the list, Select Quick Actions, 'Assign to Me'



- You will need to click the 'Refresh' icon in order to see the latest information in the system.