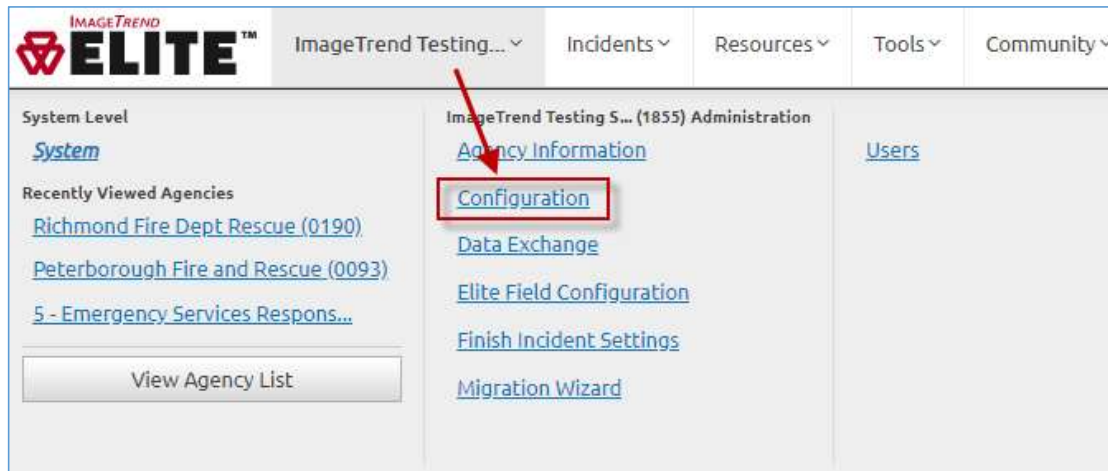


# Adjusting Administrative Settings for Locking and Status Change

- **ALL providers have the permission to lock and unlock runforms, so locking them will not prevent them from continuing to work on the runform.**
  - There is a separate guide to unlock runs for you to share with your providers
- **The State set an auto-lock time for EMS runs of 12 hours to activate the field level audit tracking feature for each run. NOTE:**
  - This does *not* have any relation to runs being required to be completed within 24 hours of the incident
  - If your service already had a time frame set in locking settings, the state change will not override what you have. Once there has been a time added to your service, the state changes to that time should not occur
  - As a service leader, you can adjust the time to whatever you like, but we recommend a shorter time period to activate the audit tracking feature for security
- **As a service leader, you can also adjust status changes when the run form is locked. For example, if you want the runform to be marked “complete” when its locked, you can have this occur.**
  - Note that if you do not exclude other statuses from this change, the runform status will always change back to this primary status every time it is locked again *unless you set status exclusions*. This may cause issues with QA or Billing if not configured
  - If you set Status exclusions, then the status of the runform will not change to the primary status again. For example, if the primary status changes it to “Complete” and someone subsequently changes the status to “Ready for Billing”, then the status will always change back to “Complete” *unless* you exclude “Ready for Billing” from locking status changes, and then it will remain “Ready for Billing”, or any other excluded status, when it is locked again.
  - We recommend excluding all statuses except the primary change status to avoid any issues.
- **Status changes can also be set under Configuration>Finish Incident Settings**

# Getting to Locking Workflow Settings



ImageTrend Testing... Incidents Resources Tools Community

System Level  
[System](#)

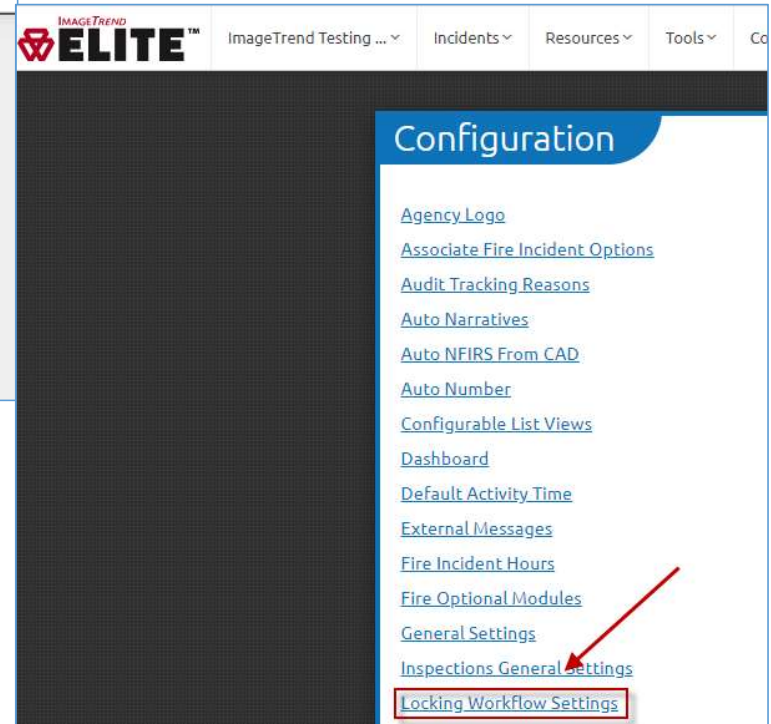
Recently Viewed Agencies  
[Richmond Fire Dept Rescue \(0190\)](#)  
[Peterborough Fire and Rescue \(0093\)](#)  
[5 - Emergency Services Respons...](#)

[View Agency List](#)

ImageTrend Testing 5... (1855) Administration

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- [Finish Incident Settings](#)
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ImageTrend ELITE Administration

## Configuration

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- [Auto NFIRS From CAD](#)
- [Auto Number](#)
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# Setting Incident Status and Lock Settings

**Locking Workflow Settings**

EMS Incidents | **Fire Incidents** | Inspections

Hours After EMS Incidents Auto-Lock ⓘ  ← **Auto-lock time in hours after the incidents was created**

Hours After EMS Incidents Auto-Lock After Manual Unlock ⓘ

Set EMS Incident status upon lock ⓘ →  ← **If desired, set the incident status change when locking. The status will always change to this when the run is locked again so decide what you want when it *first* locks. If you don't want a status change, just leave this blank**

Statuses to exclude from auto lock for EMS Incidents ⓘ

Included

- Billed
- Billing Requests More Detail
- Closed
- Exported
- For Deletion
- Initial Report - Completed
- Initial Report - In Progress

Excluded

Use this setting to keep the status from changing back to the status above once it has been changed the first time. For instance, if you exclude "Billing" to the left, then the status won't change back to completed again if it is relocked

# Accessing Finish Incident Settings

The screenshot illustrates the process of accessing the Finish Incident Settings in the Elite system. On the left, the main navigation menu is shown with the 'Incidents' dropdown menu open. The 'Finish Incident Settings' option is highlighted with a red box, and a red arrow points from it to the right-hand window. The right-hand window displays the 'Finish Incident Settings' page, which is divided into two tabs: 'EMS Incidents' and 'Fire Incidents'. The 'Fire Incidents' tab is active. The settings are organized into several rows, each with a label and a control element. The following table summarizes the settings shown in the 'Fire Incidents' tab:

Setting Name	Control Element
Finish Incident Functionality	Yes/No toggle (No selected)
Lock Upon Finish	Yes/No toggle (No selected)
Finish Upon Close	Yes/No toggle (No selected)
Update Incident Status	Dropdown menu
Verify Closed Call Rules	Yes/No toggle (No selected)
Minimum Validation Score	Text input field (94)
Finish Upon Post from Elite Field	User Choice - Default to Off dropdown