Adjusting Administrative Settings for Locking and Status Change

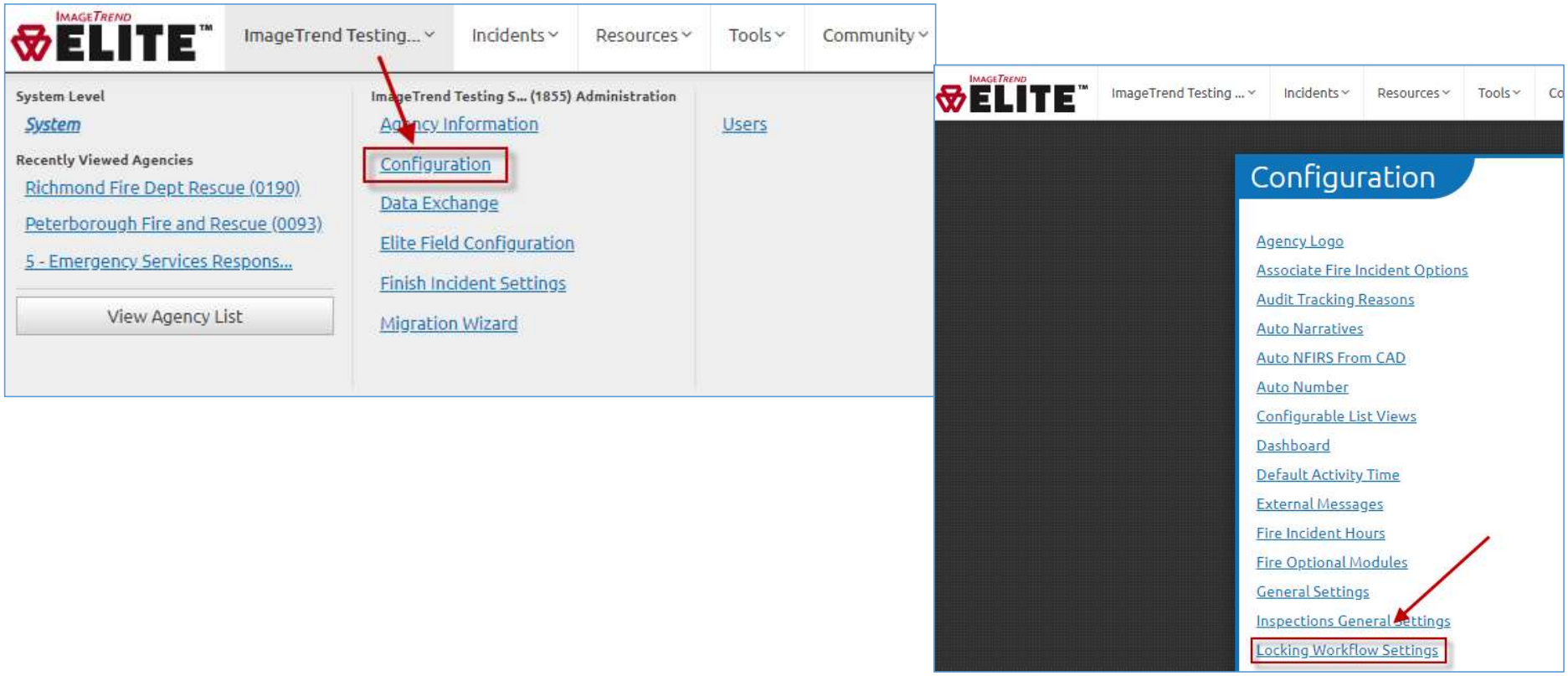
- **ALL providers have the permission to lock and unlock runforms, so locking them will not prevent them from continuing to work on the runform.**
  - There is a separate guide to unlock runs for you to share with your providers

- **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

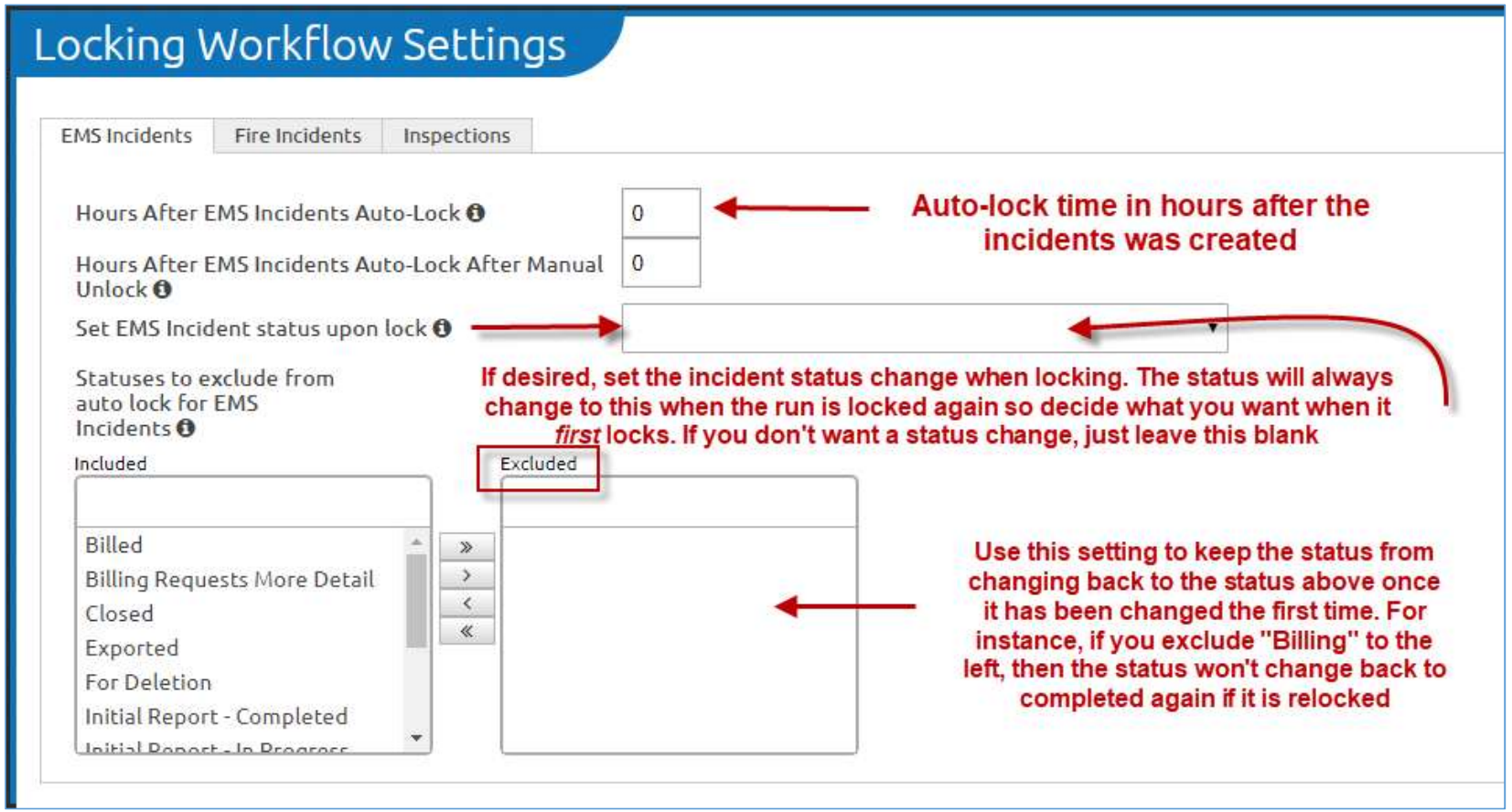
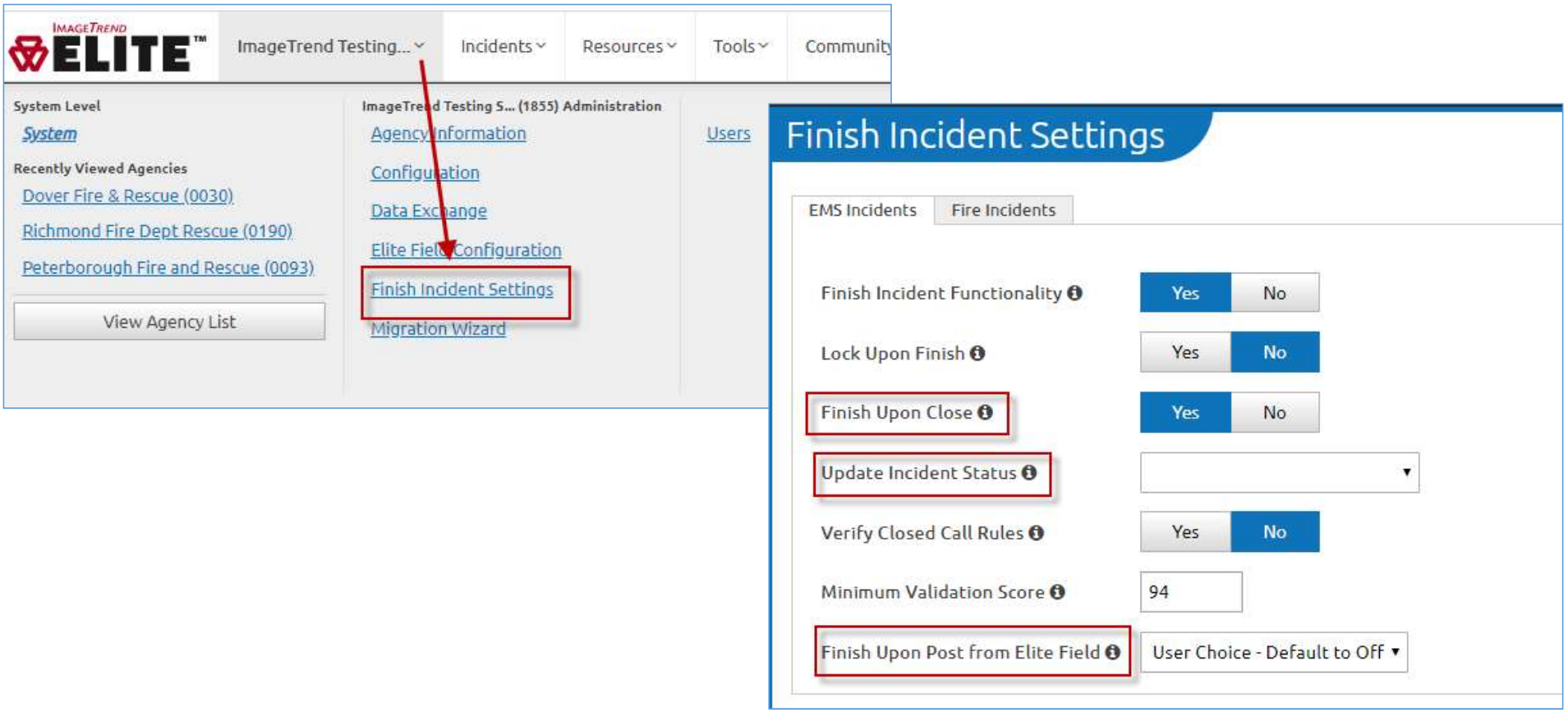
- **As a service leader, you can also adjust status changes when the run form is locked. For example, if you want the runform to be marked "complete" when its locked, you can have this occur.**
  - Note that if you do not exclude other statuses from this change, the runform status will always change 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



Setting Incident Status and Lock Settings



Accessing Finish Incident Settings