

Re-open Incidents

[Home](#) > [EMTrack](#) > [EMTrack Incidents](#) > Re-open Incidents



Depending on the Regional Settings for your system, you may be authorized to re-open incidents to add patients or other relevant data. Incidents can be re-opened if they have been Ended and have the Complete status, but are not Closed. Re-opening an incident changes its status back to Active.

Note: Your ability to re-open incidents is determined by your regional settings.

To re-open an incident

1. Click the **Incidents** tab.
2. In **Showing**, select **Complete** or **All**.
3. Locate the incident in the list and on the right, click **Reopen**. The *Reopen Incident* window opens.
4. Accept the selection to manually end the incident or click **End Automatically at:** and enter the date and time at which you want the incident to end.
5. Click **Save**. The incident status is changed back to *Active* and the incident can be found in the list of active incidents.