

# Manage Incident Re-opening

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As a Regional Administrator, you decide whether users in your region can re-open incidents that are ended, but not yet closed.

## To enable or disable incident re-opening

1. On the upper right, click **System Settings**.
2. On the left, under *Other Settings*, click **Regional Settings**. The *Regional Settings* page opens.
3. Under *Other Settings*, for **Enable Incident Reopening**, take one of these actions.
  - a. To enable re-opening, select the check box.
  - b. To disable re-opening, clear the check box.
4. On the lower right, click **Save**.