

## User Information and Preferences

### Introduction

Keeping your contact information and preferences up to date provides a number of benefits. It ensures you receive the information you want from EMResource and allows you to use the password reset feature if you forget your password.

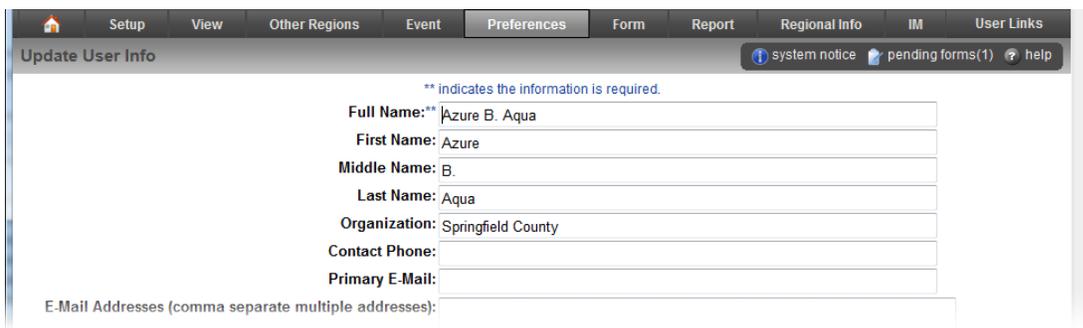
### General Settings

Specifying general settings includes entering your contact information and choosing from several view options. Your **Default View** is the first view you see when you log in to EMResource. It also appears at the top of your **View** menu.

In the *Notification Overview* section, you can specify the timing of system notifications. The time ranges in this section are in 24-hour format.

### To Update Your Contact and General Settings

1. In the **Preferences** menu, click **User Info**. The *Update User Info* page opens.

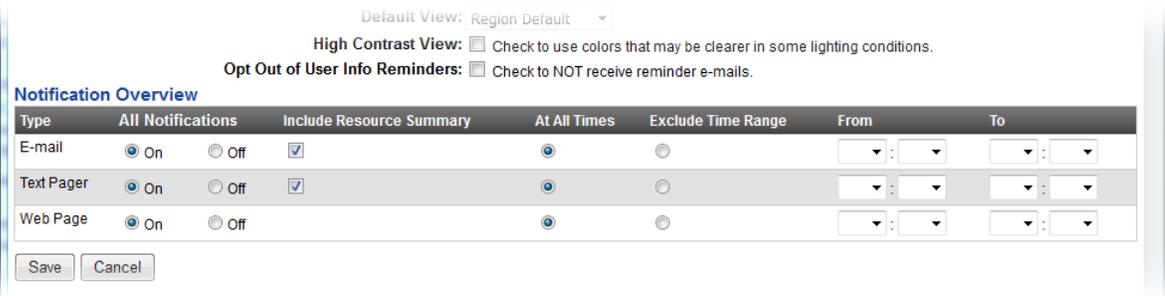


2. Enter or change your name, organization, and/or contact information.
3. If appropriate, change your **Default View**.
4. Select or change the following view options:
  - **High Contrast View** – make the screen clearer in some lighting conditions
  - **Opt Out of User Info Reminders** – opt out of received automated reminders to update your user information

## To Update Your Contact and General Settings (continued)

5. Select or change the following system notification options:

- **All Notifications** – for each **Type**, specify whether you want to receive all notifications of this type (**On**) or none (**Off**)
- **Include Resource Summary** – select to include in this type of notification (email or text pager) the current status of other resources in this resource type
- Timing fields – receive notifications of this type at all times or do not receive notifications of this type during a specified time range



Default View: Region Default

High Contrast View:  Check to use colors that may be clearer in some lighting conditions.

Opt Out of User Info Reminders:  Check to NOT receive reminder e-mails.

Type	All Notifications	Include Resource Summary	At All Times	Exclude Time Range	From	To
E-mail	<input checked="" type="radio"/> On <input type="radio"/> Off	<input checked="" type="checkbox"/>	<input checked="" type="radio"/>	<input type="radio"/>	...	...
Text Pager	<input checked="" type="radio"/> On <input type="radio"/> Off	<input checked="" type="checkbox"/>	<input checked="" type="radio"/>	<input type="radio"/>	...	...
Web Page	<input checked="" type="radio"/> On <input type="radio"/> Off		<input checked="" type="radio"/>	<input type="radio"/>	...	...

Save Cancel

6. Click **Save**.

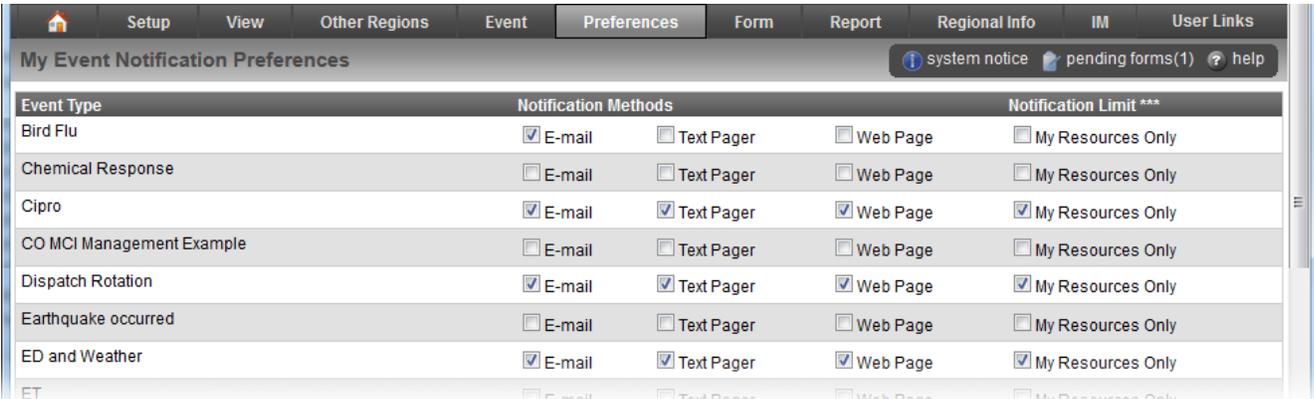
## Event Notifications

These settings help ensure you receive the event notifications you want from EMResource. This allows you to specify how you receive notifications based on the type of event.

Choosing **Web Page** means the event notification pop-up window opens in EMResource and is accompanied by an audible alert.

A text pager can be any text-enabled device.

Some types of events allow you to set a **Notification Limit** so that you receive notifications for only the events of this type that affect your resources.



Event Type	Notification Methods	Notification Limit ***
Bird Flu	<input checked="" type="checkbox"/> E-mail <input type="checkbox"/> Text Pager <input type="checkbox"/> Web Page	<input type="checkbox"/> My Resources Only
Chemical Response	<input type="checkbox"/> E-mail <input type="checkbox"/> Text Pager <input type="checkbox"/> Web Page	<input type="checkbox"/> My Resources Only
Cipro	<input checked="" type="checkbox"/> E-mail <input checked="" type="checkbox"/> Text Pager <input checked="" type="checkbox"/> Web Page	<input checked="" type="checkbox"/> My Resources Only
CO MCI Management Example	<input type="checkbox"/> E-mail <input type="checkbox"/> Text Pager <input type="checkbox"/> Web Page	<input type="checkbox"/> My Resources Only
Dispatch Rotation	<input checked="" type="checkbox"/> E-mail <input checked="" type="checkbox"/> Text Pager <input checked="" type="checkbox"/> Web Page	<input checked="" type="checkbox"/> My Resources Only
Earthquake occurred	<input type="checkbox"/> E-mail <input type="checkbox"/> Text Pager <input type="checkbox"/> Web Page	<input type="checkbox"/> My Resources Only
ED and Weather	<input checked="" type="checkbox"/> E-mail <input checked="" type="checkbox"/> Text Pager <input checked="" type="checkbox"/> Web Page	<input checked="" type="checkbox"/> My Resources Only
ET	<input type="checkbox"/> E-mail <input type="checkbox"/> Text Pager <input type="checkbox"/> Web Page	<input type="checkbox"/> My Resources Only

## To Manage Event Notification Preferences

1. In the **Preferences** menu, click **Event Notification**. The *My Event Notification Preferences* page opens.
2. For each **Event Type**, select the notification methods you want to enable:
  - a. E-Mail
  - b. Text Pager
  - c. Web Page
3. For event types that support a limit (**Notification Limit** column), select or clear the **My Resources Only** check box.
4. Click **Save**. A window opens to confirm the information was saved.

## Status Change Notifications

These settings help ensure you receive the status change notifications you want from EMResource. You can subscribe to any type of status, including numeric, multi-option, NEDOCS, saturation score, and text.

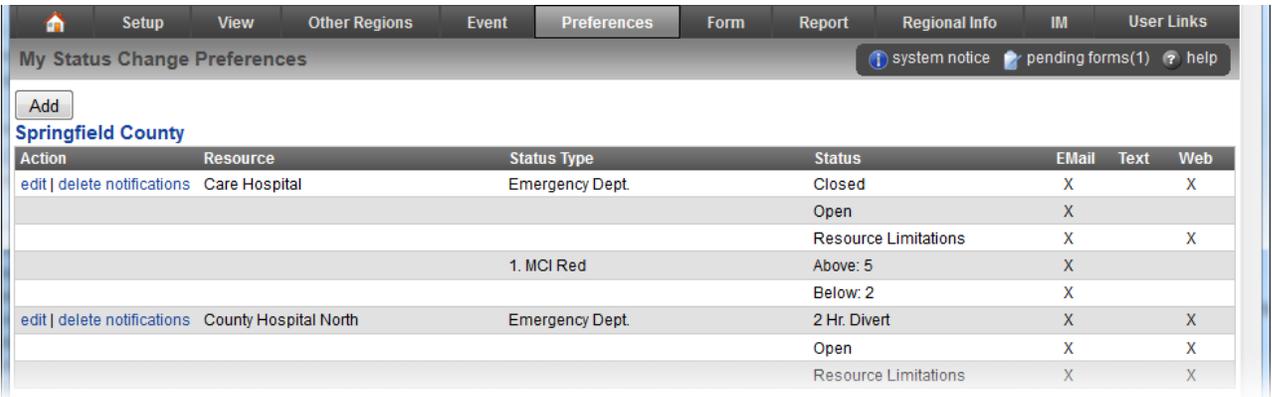
The options that appear when you add or edit preferences depend on the type of resource and its associated status types.

For some numeric statuses, you can elect to be notified when a threshold has been reached. For example, you can be notified when a facility has fewer than two ICU beds available.

## To Add Status Change Notification Preferences

You can add preferences for multiple resources and sub-resources at one time. The system presents a preferences page for each one you select.

1. In the **Preferences** menu, click **Status Change Prefs**. The *My Status Change Preferences* page opens.

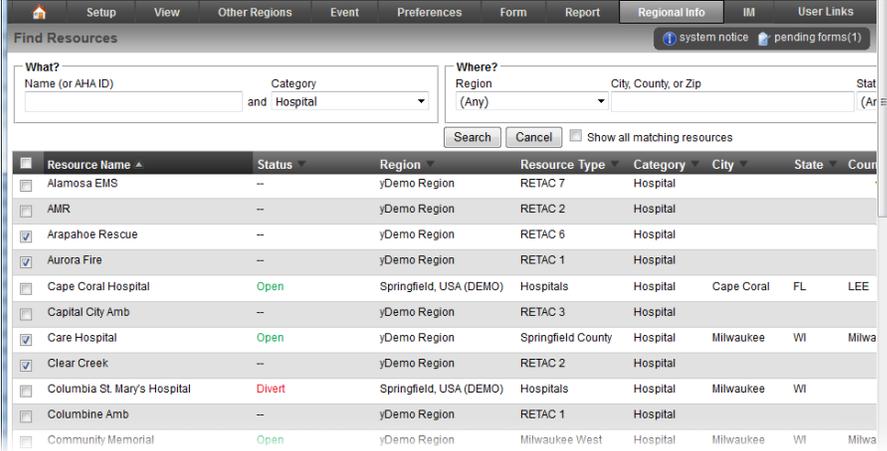


Action	Resource	Status Type	Status	EMail	Text	Web
edit   delete notifications	Care Hospital	Emergency Dept.	Closed	X		X
			Open	X		
			Resource Limitations	X		X
		1. MCI Red	Above: 5	X		
			Below: 2	X		
edit   delete notifications	County Hospital North	Emergency Dept.	2 Hr. Divert	X		X
			Open	X		X
			Resource Limitations	X		X

2. Click **Add**.

## To Add Status Change Notification Preferences (continued)

3. At the top of the page, enter or select search criteria and click **Search**.
4. Select the appropriate resources and sub-resources.



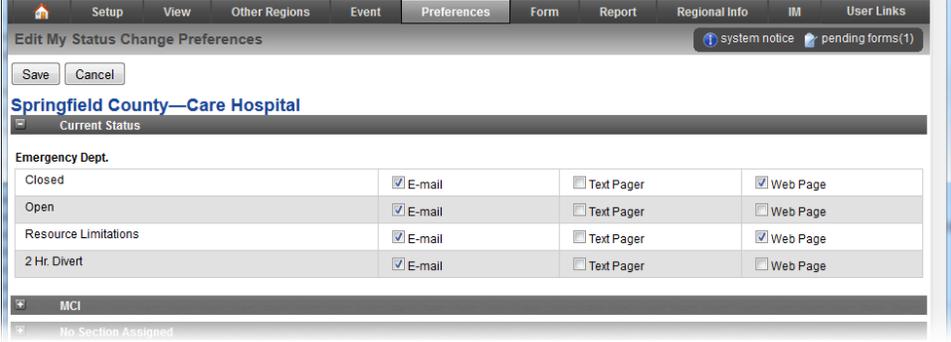
Resource Name	Status	Region	Resource Type	Category	City	State	County
<input type="checkbox"/> Alamosa EMS	--	yDemo Region	RETAC 7	Hospital			
<input type="checkbox"/> AMR	--	yDemo Region	RETAC 2	Hospital			
<input checked="" type="checkbox"/> Arapahoe Rescue	--	yDemo Region	RETAC 6	Hospital			
<input checked="" type="checkbox"/> Aurora Fire	--	yDemo Region	RETAC 1	Hospital			
<input type="checkbox"/> Cape Coral Hospital	Open	Springfield, USA (DEMO)	Hospitals	Hospital	Cape Coral	FL	LEE
<input type="checkbox"/> Capital City Amb	--	yDemo Region	RETAC 3	Hospital			
<input checked="" type="checkbox"/> Care Hospital	Open	yDemo Region	Springfield County	Hospital	Milwaukee	WI	Milwa
<input checked="" type="checkbox"/> Clear Creek	--	yDemo Region	RETAC 2	Hospital			
<input type="checkbox"/> Columbia St. Mary's Hospital	Divert	Springfield, USA (DEMO)	Hospitals	Hospital	Milwaukee	WI	
<input type="checkbox"/> Columbine Amb	--	yDemo Region	RETAC 1	Hospital			
<input type="checkbox"/> Community Memorial	Open	yDemo Region	Milwaukee West	Hospital	Milwaukee	WI	Milwa

5. At the bottom of the page, click **Notifications**. The *Edit My Status Change Preferences* page opens for the first resource or sub-resource you selected.
6. Expand a status section.
7. If appropriate to the status, enter values for **Above** and/or **Below**.
8. Select the check box for each method you want to enable:
  - a. E-Mail
  - b. Text Pager
  - c. Web Page
9. Repeat steps 6 – 8 for each status.
10. Click **Save**.

If you selected multiple resources in step 4, the next *Edit My Status Change Preferences* page opens. Repeat steps 6 – 9 for this resource or sub-resource. Repeat this process for each resource and/or sub-resource you selected.

## To Edit Status Change Notification Preferences

1. In the **Preferences** menu, click **Status Change Prefs**.
2. Locate the resource in the list and click its **edit** link. The *Edit My Status Change Preferences* page opens.



Emergency Dept.	E-mail	Text Pager	Web Page
Closed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Open	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Resource Limitations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2 Hr. Divert	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Expand a status section.
4. If appropriate to the status and you want to set thresholds, enter values for **Above** and/or **Below**.
5. Select the check box for each method you want to enable:
  - a. E-Mail
  - b. Text Pager
  - c. Web Page
6. Repeat steps 3 – 5 for each status.
7. Click **Save**.

## To Delete Status Change Notification Preferences

In the *My Status Change Preferences* page, selecting **delete notifications** for a particular resource or sub-resource removes all of your notification preferences for that resource or sub-resource.

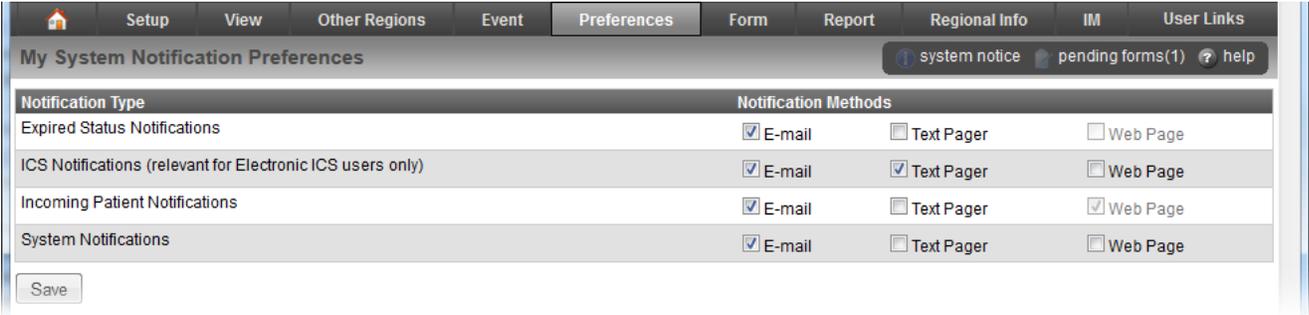
1. In the **Preferences** menu, click **Status Change Prefs**.
2. Locate the resource and/or sub-resource in the list and click its **delete notifications** link. A window opens asking you to confirm the deletion.
3. Click **OK**.

## System Notifications

These settings help ensure you receive the system notifications from EMResource.

Notification via **Web Page** is not an option for **Expired Status Notifications**. Notification via **Web Page** is automatic for **Incoming Patient Notifications**, and you cannot change this setting.

If your organization is not using Electronic ICS<sup>®</sup>, you do not need to specify any preferences for **ICS Notifications**.



Notification Type	Notification Methods		
Expired Status Notifications	<input checked="" type="checkbox"/> E-mail	<input type="checkbox"/> Text Pager	<input type="checkbox"/> Web Page
ICS Notifications (relevant for Electronic ICS users only)	<input checked="" type="checkbox"/> E-mail	<input checked="" type="checkbox"/> Text Pager	<input type="checkbox"/> Web Page
Incoming Patient Notifications	<input checked="" type="checkbox"/> E-mail	<input type="checkbox"/> Text Pager	<input checked="" type="checkbox"/> Web Page
System Notifications	<input checked="" type="checkbox"/> E-mail	<input type="checkbox"/> Text Pager	<input type="checkbox"/> Web Page

Save

## To Specify System Notification Preferences

1. In the **Preferences** menu, click **System Notification**.
2. For each **Notification Type**, select the check box for each method you want to enable:
  - a. E-Mail
  - b. Text Pager
  - c. Web Page
3. Click **Save**. A window opens to confirm the information was saved.

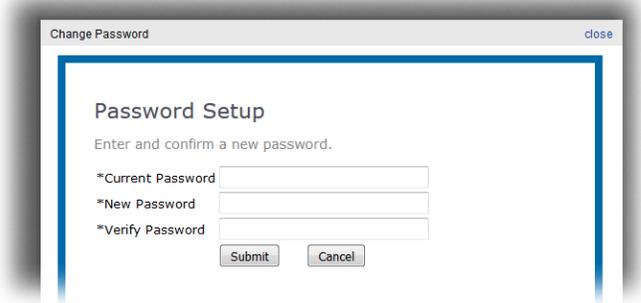
## Password and Security Question

You can reset your password at any time from your **Preferences**.

To take advantage of EMResource's forgotten password feature, you must have a security question and answer set up. Then, if you forget your password, the system uses these settings to verify your identity. To set this up, simply choose an option from the list of predefined questions and then provide the answer.

## To Change Your Password

1. In the **Preferences** menu, click **Change Password**. The *Change Password* window opens.

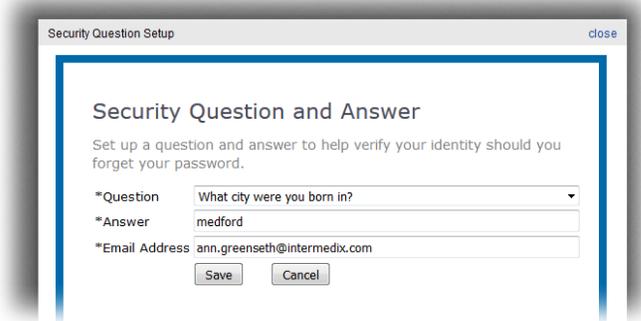


The screenshot shows a window titled "Change Password" with a "close" button in the top right corner. The main content area is titled "Password Setup" and contains the instruction "Enter and confirm a new password." Below this are three input fields: "\*Current Password", "\*New Password", and "\*Verify Password". At the bottom of the form are two buttons: "Submit" and "Cancel".

2. In **Current Password**, enter your current password.
3. In **New Password**, enter your new password and then enter it again in **Verify Password**.
4. Click **Submit**.
5. Click **close**.

## To Manage Your Security Question

1. In the **Preferences** menu, click **Security Question**. The *Security Question Setup* window opens.



The screenshot shows a window titled "Security Question Setup" with a "close" button in the top right corner. The main content area is titled "Security Question and Answer" and contains the instruction "Set up a question and answer to help verify your identity should you forget your password." Below this are three input fields: "\*Question" (a dropdown menu with "What city were you born in?" selected), "\*Answer" (a text field with "medford" entered), and "\*Email Address" (a text field with "ann.greenseh@intermedix.com" entered). At the bottom of the form are two buttons: "Save" and "Cancel".

2. In **Question**, select the question you want to use.
3. In **Answer**, enter the answer to the question you selected.
4. Enter an **Email Address**.
5. Click **Save**.
6. Click **close**.

For more information, contact your Customer Success Manager or the support desk at 888-735-9559; in the support phone system, press 1 for Client Application Support and then 6 for EMSystems.