JUVARE

EMResource® Quick Reference Guide

Update User Information

Overview

Take a moment or two to update your contact information, notification preferences, and credential information. This helps ensure you receive the information you want from EMResource and accurate information is available to other users in your region.

To begin, use your credentials to log in to EMResource.

To Update User Information

1. In the main navigation bar, point to **Preferences** and click **User Info**. The *Update User Info* page opens.

2. Make any necessary changes to your name, organization, and contact information. It is important to include email and text pager addresses to ensure you receive the status, event, and system notifications to which you subscribe.

3. If appropriate, change your **Default View**. This is the view that opens when you log in to EMResource. In addition, your default view appears at the top of your **View** menu.

4. If you do not want to receive update reminders, select the **Opt Out of User Info Reminders** check box.

5. Use the options in the *Notification Overview* section to place limits on the times you receive system notifications.

6. Click **Save**.

Notification Preferences

Your notification preferences are available from the **Preferences** menu.

Events

Use the *My Event Notification Preferences* page to subscribe to notifications about events occurring in your region. Indicate the types of events for which you want to receive notifications by subscribing to (selecting) one or more notification methods for each. You can also indicate you want to receive notifications for your resources only.

If you do not want to receive notifications for a particular type of event, do not select any methods.

To update your status change preferences

Use the *My Status Change Preferences* page to subscribe to notifications about resource status changes. To set up new notifications:

1. Click **Add**.

2. Search for the resource, select it, and click **Notifications**.

3. In the edit page:

   a. Click the plus icon to expand a status type group.

   b. Indicate notification preferences for the statuses in the group.

   c. Repeat these steps to subscribe to other statuses in other groups.

4. Click **Save**.

Repeat this procedure to add preferences for additional resources.

Systems

Use the *My System Notification Preferences* page to subscribe to notifications about system events occurring in your region. Indicate the types of notifications you want to receive by subscribing to (selecting) one or more notification methods for each.

If you do not want to receive notifications for a particular event, do not select any methods.

Login Credentials

The **Security Question** feature in EMResource allows you to quickly and easily reset your password when you have forgotten it. Your question and answer help verify your identity. If you click **forgot password?** on the login page, the system automatically displays your security question. When you answer it correctly, the system lets you reset your own password.

To set or change your security question and answer

1. Point to **Preferences** and then click **Security Question**. The *Security Question Setup* window opens.

2. In **Question**, select a question from the predefined list of options.

3. In **Answer**, enter the answer to the question you selected.

4. In **Email Address**, enter the appropriate email address or confirm the information is correct.

5. Click **Save**.

You can also change your password by pointing to **Preferences** and clicking **Change Password**.

Resource Details

If you are associated with a resource such as a hospital, EMS agency, dialysis service, or helicopter, it is important to confirm that your resource's information is up to date.

To update your resource information

1. From any view, click the resource's name. The *View Resource Detail* page opens.
2. If you want to edit any details, click **edit resource details** to the right of the resource's name.
3. In the *Edit Resource* page, make any necessary updates.
4. Click **Save**.

Juvare envisions a future in which communities are resilient in the face of danger. With precise, vigilant, and connected solutions, Juvare fosters networks of mutual assistance that help organizations bounce forward. For more information, contact Juvare Support at 877-771-0911 or support@juvare.com.