EMResource®

Quick Reference Guide

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.
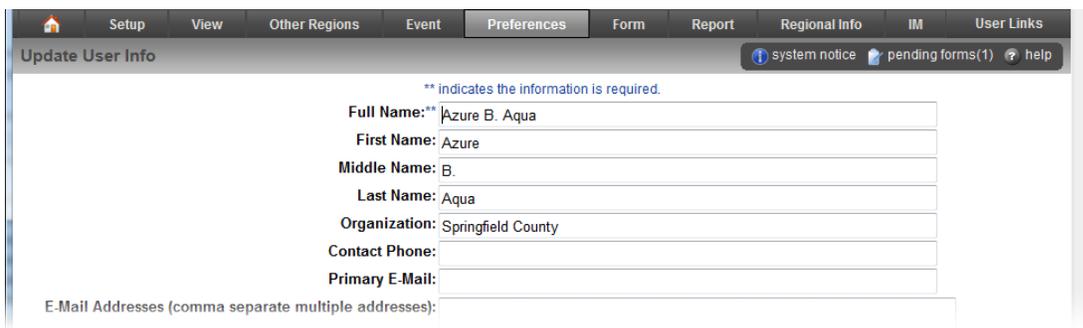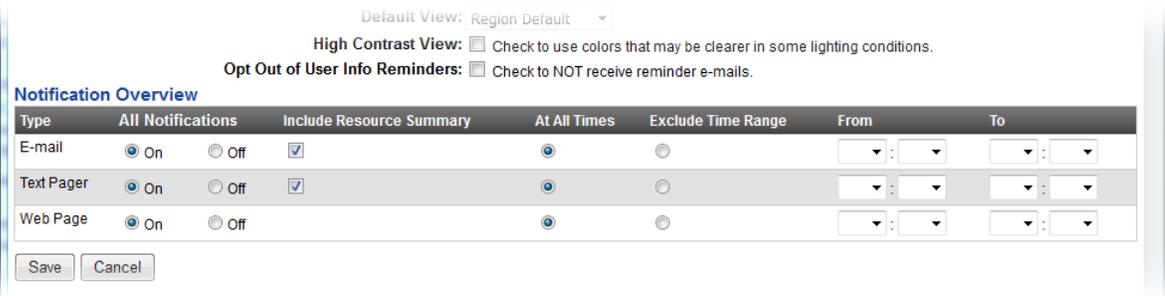

2. Enter or change your name, organization, and/or contact information.
3. If appropriate, change your **Default View**.
4. Select or change the following view options:

    - **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
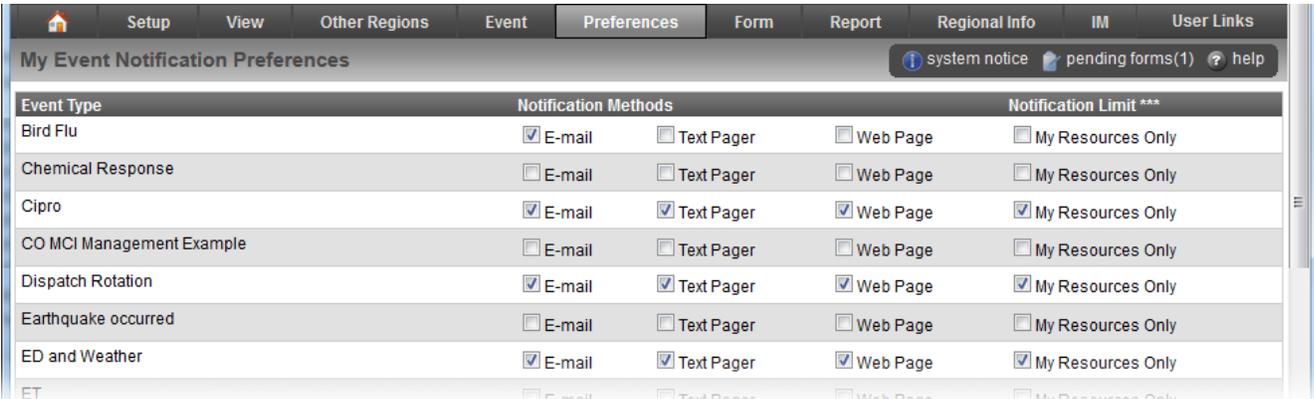

6. Click **Save**.

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.

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.
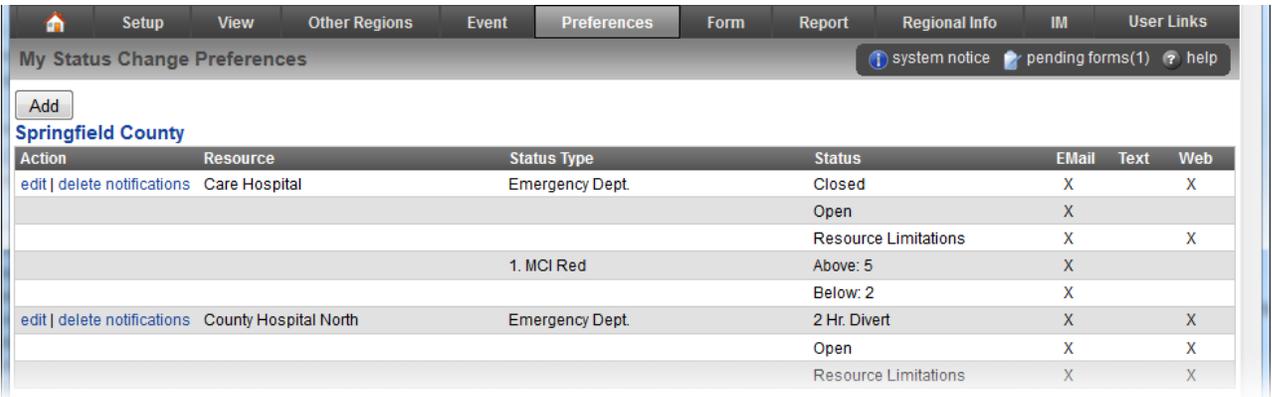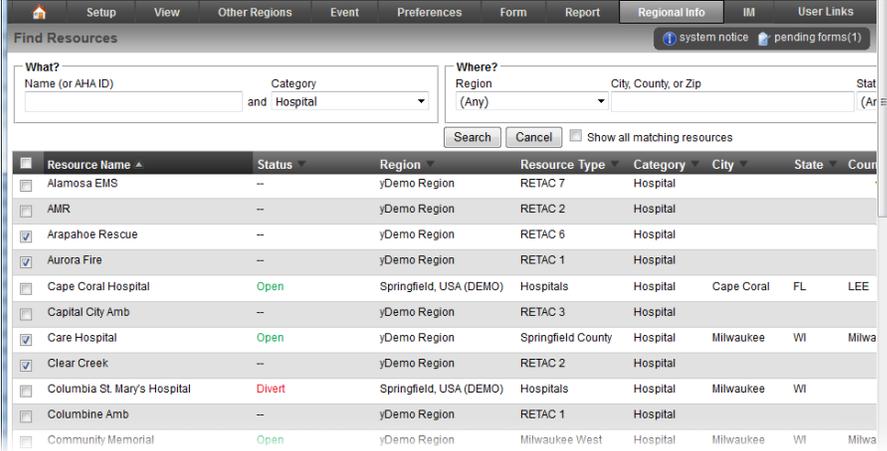
Action	Resource	Status Type	Status	EMail	Text	Web
edit | delete notifications	Care Hospital	Emergency Dept.	Closed	X		X
			Open	X		
			Resource Limitations	X		X
		1. MCI Red	Above: 5	X		
			Below: 2	X		
edit | delete notifications	County Hospital North	Emergency Dept.	2 Hr. Divert	X		X
			Open	X		X
			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**.
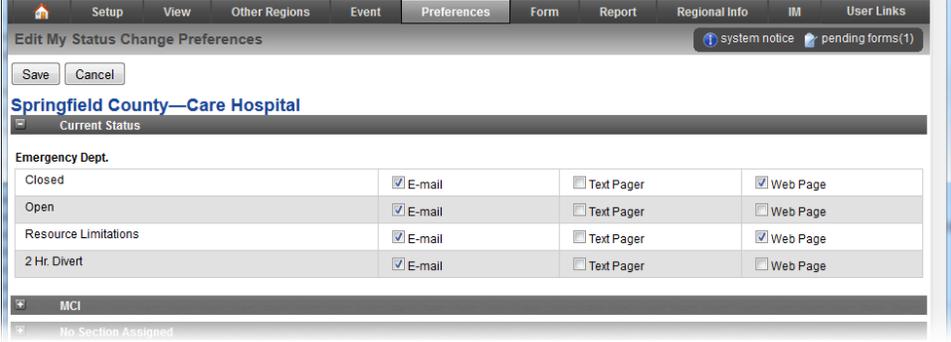
4. Select the appropriate resources and sub-resources.

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.

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.
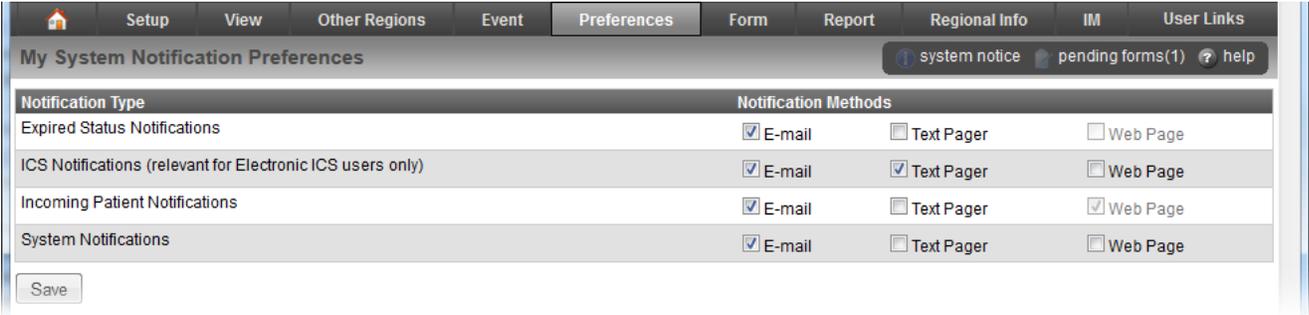
1. In the **Preferences** menu, click **Status Change Prefs**.

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®, you do not need to specify any preferences for **ICS Notifications**.

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.
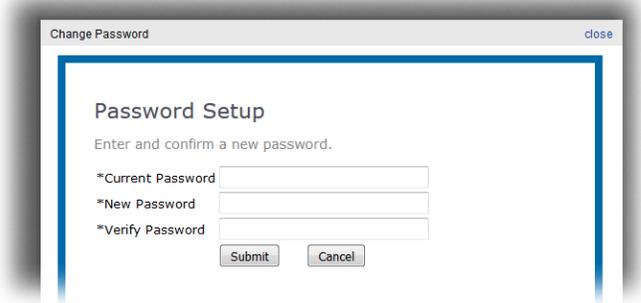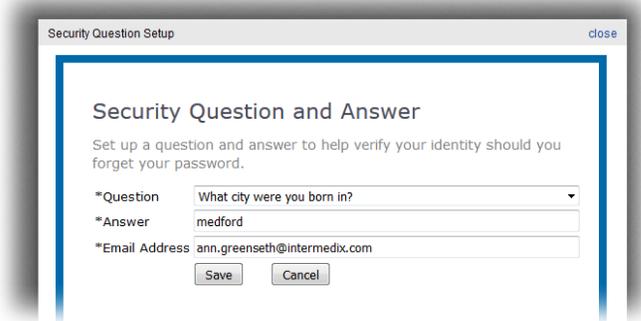

2. In **Current Password**, enter your current password.
3. In **New Password**, enter your new password and then enter it again in **Verify Password**.
4. Click **Submit**.
5. Click **close**.

To Manage Your Security Question

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

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.