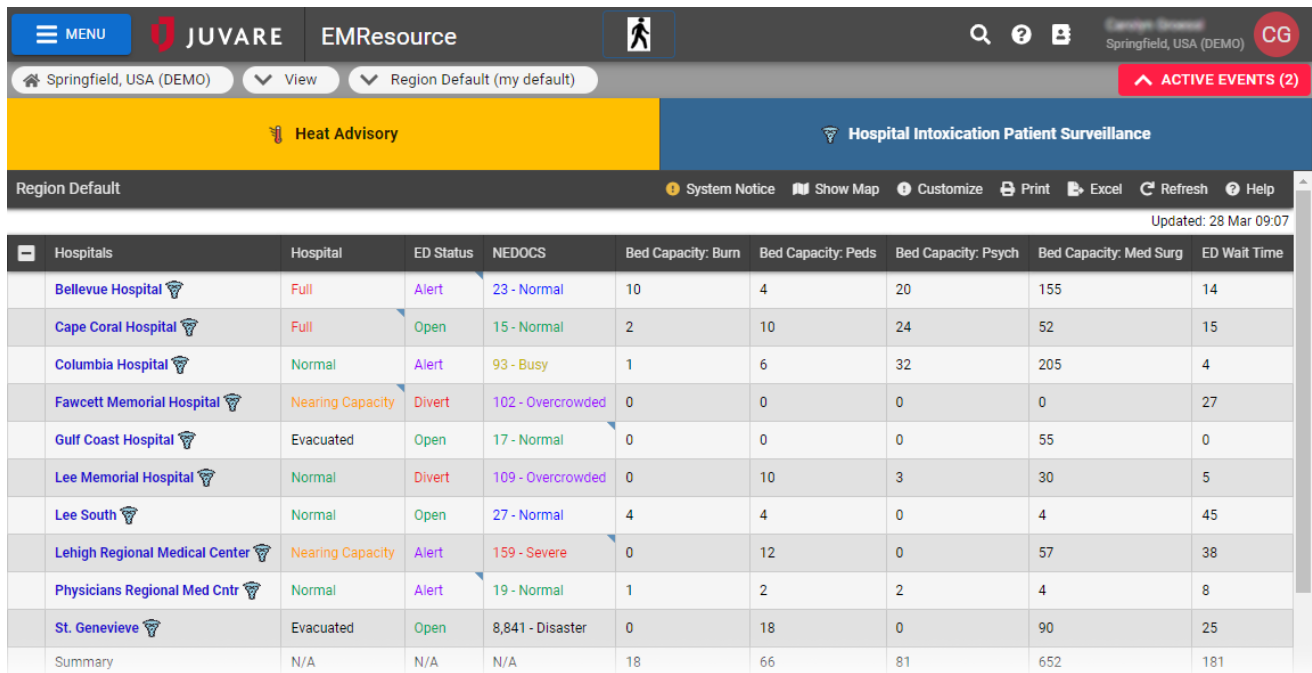# EMResource 4.0 End User FAQs

Q1: Will our homepage or landing page in EMResource change?

A1: The information on your homepage will stay the same. However, the look and feel of your homepage will change with the introduction of a darker top banner, new navigation and notification systems, and a few other minor user interface (UI) improvements.

Hospitals	Hospital	ED Status	NEDOCS	Bed Capacity: Burn	Bed Capacity: Peds	Bed Capacity: Psych	Bed Capacity: Med Surg	ED Wait Time
Bellevue Hospital	Full	Alert	23 - Normal	10	4	20	155	14
Cape Coral Hospital	Full	Open	15 - Normal	2	10	24	52	15
Columbia Hospital	Normal	Alert	93 - Busy	1	6	32	205	4
Fawcett Memorial Hospital	Nearing Capacity	Divert	102 - Overcrowded	0	0	0	0	27
Gulf Coast Hospital	Evacuated	Open	17 - Normal	0	0	0	55	0
Lee Memorial Hospital	Normal	Divert	109 - Overcrowded	0	10	3	30	5
Lee South	Normal	Open	27 - Normal	4	4	0	4	45
Lehigh Regional Medical Center	Nearing Capacity	Alert	159 - Severe	0	12	0	57	38
Physicians Regional Med Cntr	Normal	Alert	19 - Normal	1	2	2	4	8
St. Genevieve	Evacuated	Open	8,841 - Disaster	0	18	0	90	25
Summary	N/A	N/A	N/A	18	66	81	652	181

Q2: Where did the menus go?

A2: EMResource 4.0 introduces a new main menu, located on the upper left. Click the three horizontal lines (known as the hamburger menu) and a panel slides out with the same menu options previously available in EMResource. The new menu uses less space on the page, allowing you to keep an eye on valuable information while navigating. It also offers a comprehensive search at the top and it is more touch friendly for use on mobile devices. In fact, tap the Esc key on your keyboard to open or close the menu.

Q3: How do I acknowledge notifications and stop the notification alarm?

A3: When you receive a notification, an animated and audible bell appears in the solution bar and the Notifications window opens automatically. On the window, you can click the notification to open it, click the Acknowledge button, or if you are not yet ready to acknowledge it, on the upper left click

Mute to snooze the notification alarm for 10 minutes. If you close the Notifications window without acknowledging all notifications, the bell continues to move and sound. Simply click the bell to open the Notifications window.

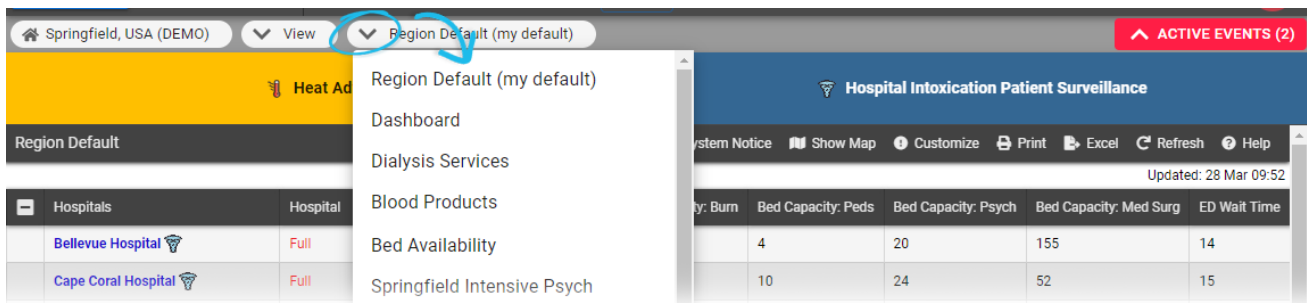Q4: How do I access my profile and update my contact details and/or preferences?

A4: On the upper right, in the solution bar, you will see your name, region, and initials. Click on this information, and a menu opens. Click **My Profile**. On your profile, you can edit or update anything except your username.

Q5: When adjusting Resource Rights, is there a way to quickly select all rights for a resource?

A5: On your profile, in the *Resource Rights* area, double click the name of the resource to select all checkboxes in that row.

Q6: How do I access my views?

A6: In the main menu, click **View** and, in the list, select the view you want to open. If you already have a view open, you can access your other views directly through the navigation bar by clicking the third chip that displays the name of the current view.

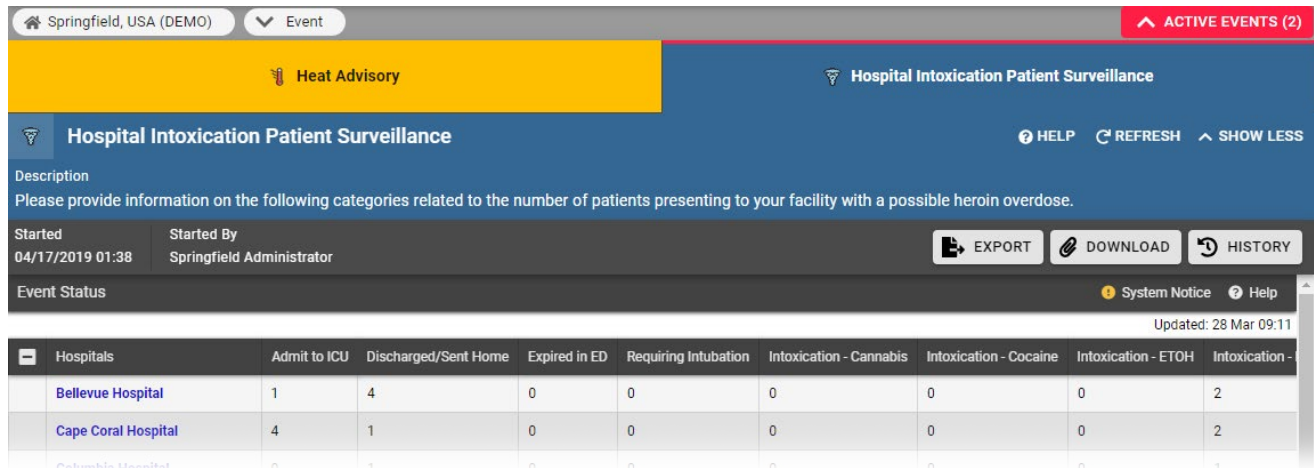Q7: Is there a way to quickly return to my default view?

A7: On the upper left, on the solution bar, click the Juvare logo. Alternatively, on the navigation bar, click the left-most chip that includes the name of your region.

Q8: Will the phone number and email address from which EMResource notifications originate change?

A8: No, EMResource notifications will continue to come from the same phone number and email address.

Q9: How has the event bar changed?

A9: The event bar may look slightly different, but it still announces active events and offers quick access to event information. Click an event to expand the banner for more information and open the event page. Conversely, click the arrow in the red *Active Events* option on the right to hide the bar.

Q10: What happened to the Instant Messaging feature?

A10: The Instant Messaging feature is being retired because our solution analytics showed it was not used often. As a result, you will no longer be able to see who is online using the solution.

Q11: Are there any videos or other resources for learning about EMResource 4.0?

A11: Yes, additional resources are available in the Support Center, on the page entitled EMResource 4.0 Training Materials.