

Regional Administrator FAQs

Q1: When will EMResource 4.0 be released to production?

A1: EMResource 4.0 will be released to production on March 30, 2022, between 6:00 and 7:00 AM ET.

Q2: Will we have access to EMResource 4.0 before the release to production?

A2: Yes, as of February 23, 2022, all clients have access to EMResource 4.0 through their demo environment. To further develop and refine new features, we will release an updated version of EMResource 4.0 to your demo environment almost every week.

We encourage you to share this information with Regional Administrators and end users to help them become familiar with the new look and feel and other features before the release to production.

If you do not have login credentials for your demo environment, contact your Regional Administrator. If you are the Regional Administrator and need assistance with your demo environment, please contact the Juvare Support Center at 877-771-0911 or support@juvare.com.

Q3: Will there be information and training available for the new solution?

A3: Yes, in addition to this FAQs document, we have or will provide the following materials.

1. Periodic client emails announcing new demo releases, demonstrations, training materials, and at times, specific features or enhancements.
2. [EMResource 4.0 Training Materials](#) page in the Support Center, with:
 - a. EMResource Crosswalk
 - b. Webinar Recordings
 - c. Training Videos
3. Live Demonstration I (February 3, 2022)
4. Live Demonstration II (March 9, 2022)
5. Updated help in the [Support Center](#)

Q4: Will our solution be updated automatically to EMResource 4.0?

A4: Yes, because EMResource is a Software-as-a-Service (SaaS) solution, all clients will be updated automatically at the time of the release.

Q5: Will our data be moved automatically to EMResource 4.0? Can we decide what data (for example, which users, messages, status types, and resources) is migrated?

A5: All client data (including users, messages, status types, and resources) and configurations will be retained in your solution without changes.

Q6: Will we need a new URL to access EMResource 4.0?

A6: No, the login URL for EMResource will stay the same. However, some pages within EMResource will have new URLs. You will be automatically redirected to the new URL for affected pages when navigating through the solution.

Q7: Will the phone number and email address from which EMResource notifications originate change? If so, what is the new number?

A7: No, EMResource notifications will come from the same phone number and email address.

Q8: Will we lose/gain any functionality?

A8: The Instant Messaging feature is being retired (for now) because solution analytics showed only very light use. Meanwhile, updates to Notifications and User Management will improve existing functionality. Other minor workflow changes will be made based on client feedback and analytics.

Q9: Will our homepage or landing page in EMResource change?

A9: The information on your homepage will stay the same unless you configure it differently. 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.

Q10: Where did the menus go?

A10: 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.

Q11: How do I acknowledge notifications and stop the notification alarm?

A11: If you have new notifications when you open EMResource, the Notifications window opens automatically. Otherwise, if you receive a notification when you are already in the solution, the animated bell icon appears in the solution bar; click the icon to open the Notifications window. On the window, click a notification to open and acknowledge it. Alternatively, if you are not yet ready to acknowledge a notification, on the upper left click **Mute** to temporarily snooze the alarm for 10 minutes.

Q12: How do I access my profile and update my contact details and/or preferences?

A12: On the upper right, on 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.

Q13: On your profile or, as an Admin, on a user's profile, is there a way to quickly select all rights for a resource?

A13: In the *Resource Rights* area, double click the name of the resource name to select all checkboxes in that row.

Q14: Is there a way to quickly return to the Region Default view?

A14: 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.