



EMResource Super User Functionality

EMResource assists Wisconsin's seven health emergency readiness coalitions (HERCs) with hospital and emergency response information sharing. The data requested in EMResource is used to provide real time updates of health care capabilities on a local, regional, and statewide level. In 2020, Juvare, the system vendor released a new account authentication process to secure the system, Juvare Login Services (JLS), which enables users of the system to manage their account login email and password. Organizations can request to manage user accounts for their organization by dedicating one "super user" that will follow guidelines as set by Wisconsin Department of Health Services (DHS). Super user access is optional, and requests for super user account should be sent to the [EMResource system administrator](#). User accounts will continue to be managed by DHS and HERC coordinators if facilities do not request super user access. At any time, the DHS Hospital and Healthcare Systems Coordinator can revoke super user access. Super users must inform [DHS](#) within 24 hours if they are no longer employed at the facility or EMResource access is no longer applicable to their organization role.

Introduction

- EMResource is on Juvare Login Services (JLS) account authentication, which requires users to log in with a unique email.
- System administrators and super users are unable to reset passwords.
- Once a user is created in the system, Juvare auto-generates an account activation email to the email associated with the user account.
- Required fields are represented by an asterisk.
- An organization, facility, or entity is referred to as a "Resource."
- Resources are grouped by "Resource Types."
- Resource Types are divided into the seven HERC regions.
- By default, a user is created with an "ED User" role. This role is for users associated with a hospital, nursing home, or specialty hospital that report into EMResource.
- DHS will perform a monthly audit of user accounts.

Account Management

Accounts are issued only to individuals, and account creation should be completed within 0–2 business days. Creation of organization generic or dummy accounts will result in suspension of the super user account. Facilities can request another super user account for consideration by DHS or account management will return to DHS and HERC coordinators. Super users must manage their organization's existing accounts and create new accounts for new employees. Super users must perform a monthly audit of the [users associated with their organization](#) and inform [Wisconsin Department of Health Services](#) of account creations, deactivations, or changes to the current list, including facility and emergency preparedness point of contacts.

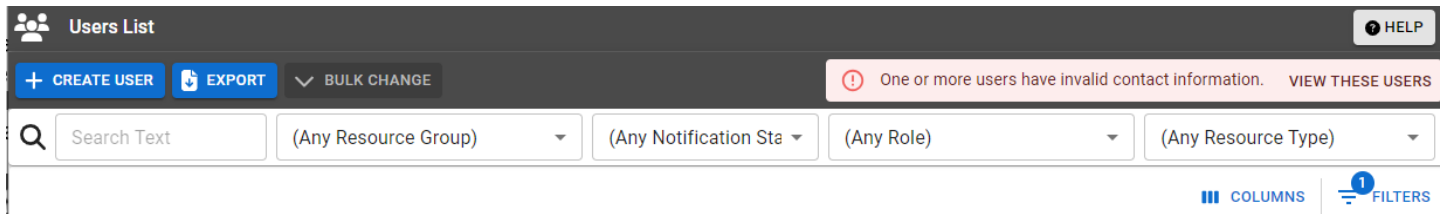
Users created in the system must not have the permission to create users in the system. The super user is the only account that has permissions to create users for the organization. New users must have notification preferences set per the guidance of the DHS Hospital and Healthcare Systems Coordinator and at a minimum include notifications for region specific and statewide mass casualty incident, bed count, general announcement, and resource event templates. Additionally, new users must be sent information on how to [update user information](#) and [receive event notifications](#). It is important that the super user educate new users on [EMResource reporting](#) including daily infrastructure capabilities, event response, and COVID-19 data collection per the guidance of the DHS Hospital and Healthcare Systems Coordinator.

User Creation

Users can be created individually, or multiple accounts can be created by using the copy user functionality.

Single User Creation

- Juvare offers user access quick reference guides available in [Juvare's knowledge base](#).
- Select **Menu, Setup**, and then **Users** to access the "Users List" as shown in the screenshot below. Note that you can search existing users in the "Search Text". Use "Filters" to include inactive accounts that are hidden by default.



- Select **Create User**
- Enter a username with the naming convention firstname.lastname and a user email address.
 - o The system will not allow duplicative usernames and emails. The system will automatically verify if the username and email are available to use as shown in the screenshot below.

- o Users that already exist in the system will be flagged as duplicates and will be unavailable to use, as shown in the screenshot below.

Login Credentials

Username *
katherine.johnson
Unique identifier within the solution.

Login Email
katherine.johnson@dhs.wisconsin.gov
Email address used to log in.

The username "katherine.johnson" is already in use in this or another region.

The login email "katherine.johnson@dhs.wisconsin.gov" already exists. Please choose a new one or contact Juvare Support Directly.

Is there a conflict with this email address? [INFORM JUVARE SUPPORT](#)

- ◆ If there is a conflict with the username and email, select **Inform Juvare Support** and follow up with the [EMResource system administrator](#) by email.
- ◆ If the user exists in another platform, a support ticket will need to be submitted by the system administrator to Juvare. Send an email to the [system administrator](#) that includes user information.
- ◆ If the user email does not exist, but the username is a duplicate, select a different username by adding a digit to the end of the username, for example, firstname.lastname.
- In the "User Profile" section, enter the full name (required) and the optional first name, last name, organization, and any appropriate administrative comments.
- In the "Contact Information" section, enter the email address associated with the account and other contact information if provided.
- In the "User Role" section, the ED User role is selected by default as shown in the screenshot below.

Roles and Rights

Assigned Roles

[SELECT ASSIGNED ROLES](#)

ED User ✕ [CLEAR](#)

- o Leave the "Administer Users" section blank.
- o Leave the "Additional User Permissions" section blank.
- In the "Views" section, no additional action is needed.
- In the "Home" section, change the "Default View" to the HERC regional view that the resource belongs to.
 - o You can find the HERC region (Resource Type) associated with the resource by looking at the "Resource Rights" section below the "Home" section.
- In the "Resource Rights" section use the "Filters" button to find the associated resource.
 - o By default, users have access to "View" all resources as shown in the screenshot below.

Resource Rights

Identify the resources this person has access to. You can double click a resource to select all rights.

Resource	Resource Type	View	Associated	Update	Reports	Administer
128th Air Refueling Wing	Fire and EMS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
54 CST (WMD)	Region 2 NC Hospitals	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- All users should be associated with their resource (if it exists in the system) and need to have the "Associated" box checked. If the resource does not exist, do not make a selection and follow up with the [system administrator](#) by email. A user can have access to the system without being associated or have update or report privileges.
- Users needing to update data for their resource need to have the "Update" box checked.
- Users needing to run reports for their resources need to have the "Report" button checked.
- Users should not be able to "Administer" users. Do not check this box.
- Users should not have access to update or run reports for resources that they are not affiliated with.
- Select **Save** to complete the user creation and return to the "Users List."
- Once the user is created, follow up with a welcome email which can be found under the "welcome email" section.

Multiple User Creation

Create multiple user accounts by copying an existing user account. Copying a person's account does not change the existing account, but will copy the settings in the resource rights, roles, advanced rights, notification preferences, form security, event template security, views, and multi-region event rights. When a user is copied, the login email is automatically assigned to the email under "Contact Information."

Copy Default Users

Default users for each region exist for ease of copying a user role and notification preferences. Copying a default user will require you to update organization information and resource rights. Default users are referenced below.

- Northwest Region 1 Default
- North Central Region 2 Default
- Northeast Region 3 Default
- Western Region 4 Default
- South Central Region 5 Default
- Fox Valley Region 6 Default
- Southeast Region 7 Default

Copy Individual Users

Individual users can be copied in the system.

- Find the existing user and select **Menu** and then select **Setup** and then select **Users** to access the "Users List."
- Search the user you want to copy in the "Search Text." The user must be active in the system to copy.
- Once you find the user, select the username hyperlink to open the user account as shown in the screenshot below.

- The system opens the user landing page which offers an at-a-glance of how the user is set up. From here you can open up the user’s event, status change, and system notification preferences by selecting “Preferences.”
- Select **Copy** to begin copying the user and enter the username, full name, first name, last name, and login email for the new user. Users that exist in the system will be flagged as duplicates and will be unavailable to use, as shown in the screenshot below. Select the red **trash can icon** to delete the row.

- Select **Add new row** to enter a unique username and email address, or to create several users as shown in the screenshot below. Once complete, select **Begin Copy**.

- The system will notify you once the copy has been complete. Follow up with a welcome email which can be found under the “welcome email” section.

Activation Email

Once users have been created in EMResource, send a welcome email. A sample email can be found below.

You have been added to EMResource, an auto-generated email from Juvare is sent for account activation. The email will come from no-reply@juvare.com or no-reply@login.juvare.com. Emails may be sent to spam inboxes or be whitelisted by your IT department. If you don't receive the email, navigate to [Juvare's account login page](#) and select **Need help signing in** and then select **Forgot password**. The website will ask you for your email and once submitted, should resend the activation email.

Important: Please make sure your account configuration is complete by updating your user and event notification preferences. Event notifications should include events in your Health Emergency Readiness Coalition [insert the name of the coalition region the facility is within, those being Northwest Region 1, North Central Region 2, Northeast Region 3, Western Region 4, South Central Region 5, Fox Valley Region 6, Southeast Region 7] along with statewide specific events. Navigate to the Wisconsin DHS EMResource [webpage](#) for printable quick reference guides on creating and responding to events. There is also an *EMResource 101* PowerPoint that provides a high-level overview of the system.

See also:

[Update User Info](#)

[Receive Event Notifications](#)

Dashboard View:

When you log in, your default view will be the Health Emergency Readiness Coalition your facility is assigned to [insert the name of the coalition region the facility is within, those being Northwest Region 1, North Central Region 2, Northeast Region 3, Western Region 4, South Central Region 5, Fox Valley Region 6, Southeast Region 7]. You can change your default view and toggle between other views in the system.

See also:

[About Views](#)

[Custom View](#)

Hospitals are asked to report daily infrastructure capabilities, which can be reported directly on the (insert the coalition region the facility is within, i.e., Northwest region 1, North Central Region 2, Northeast Region 3, Western Region 4, South Central Region 5, Fox Valley Region 6, Southeast Region 7) dashboard. Find your facility name and select the data field you want to update. Information can also be updated by selecting the **key icon** next to the facility name, or on the resource detail view by selecting the **facility name hyperlink**. In the resource detail view, hospitals can find the complete HHS COVID-19 data set. Additional guidance for COVID-19 reporting can be found on the [Department of Health and Human Services \(HHS\) website](#). It is good practice to refresh this hyperlink to view the most recent version of the guidance. There are several reporting options for daily infrastructure capabilities and the COVID-19 data set. Please see [EMResource reporting methods](#) for more information.

Benefits of reporting:

- Improves awareness for Wisconsin's health care partners
- Tracks critical resources on a local, regional, and statewide level
- Promotes coordination within emergency preparedness communication plans
- Prepares Emergency Medical Services for ambulance traffic and patient transport

DHS Requested Reporting criteria:

- ED
- ED Boarders
- ICU

- Med/Surg
- Hospital
- Pending post-acute Disch
- CT
- STEMI (Cath lab)
- Stroke
- Staffing Shortage Today
- Staffing Shortage within a Week

When to report:

- Daily, and/or as the value changes
- Consistent time of day; morning by 9 a.m. is preferred

Additional Resources:

[Status Change Preferences](#) (to be alerted when a status changes, i.e., when an ED is on diversion or bypass)

[Status Reports](#)

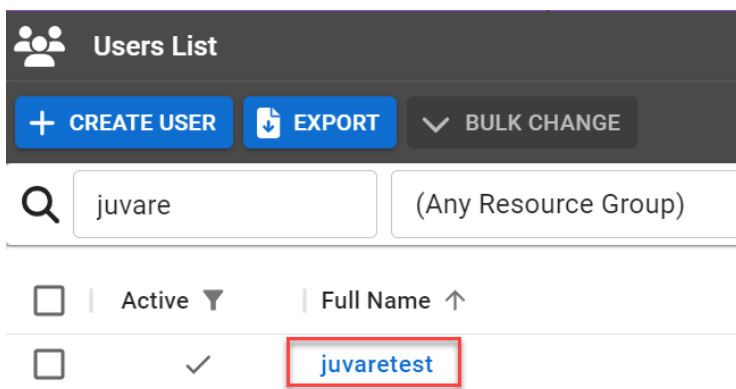
Download the Juvare EMResource App on your smart device from the [App Store](#) or [Google Play Store](#)!

Juvare's help feature in the upper right corner allows you to search within the systems knowledge base and will result in helpful resources. In addition, support is available 24/7 and can be reached by [email](#) or by calling 1-877-771-0911.

User Deactivation

Users that are no longer employed with their organization should be deactivated from the system within 48 hours of departure. Often, users are affiliated with more than one organization. If a user should remain active but need their resource associations updated, see the section "user updates and edits."

- Select **Menu** and then select **Setup** and then select **Users** to access the "Users List" as shown in the screenshot below.
- Search users in the "Search Text" and change the "Active only" field to include "Inactive" accounts that are hidden by default.
- Once you find the user, select the username hyperlink to open the user account as shown in the screenshot below.



- Select **Edit** to be taken to the "Edit User" screen.

- To deactivate a user, uncheck the “Active” box as shown in the screenshot below. When users are deactivated, the login email will be removed from the user account.

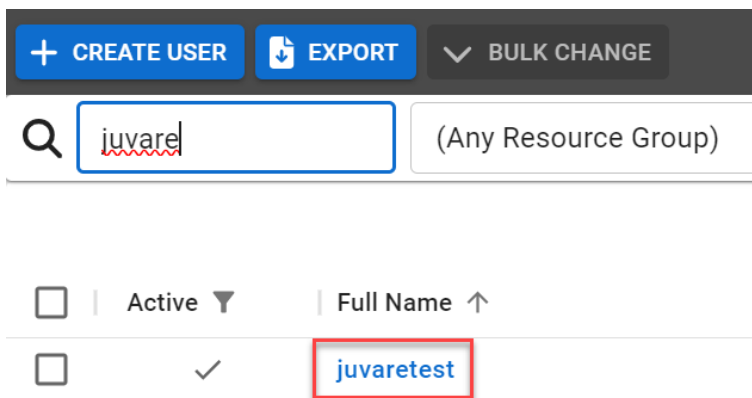
Login Credentials

Active

User Updates and Edits

Users that have changed health care organizations or are associated with multiple health care organizations that need to be updated will need to have their resource permissions updated. Note that you cannot edit a login email of the user and the user will need to be deactivated and a new account created.

- Select **Menu** and then select **Setup** and then select **Users** to access the “Users List” as shown in the screenshot below.
- Search users in the “Search Text” and change the “Active only” field to include “Inactive” accounts that are hidden by default.
- Once you find the user, select the username hyperlink to open the user account as shown in the screenshot below.



- Select **Edit** to be taken to the “Edit User” screen.
- Update the “organization” if needed.
- In the “Resource Rights” section use the “Filters” button to find the associated resource. Uncheck permissions or add permissions as needed.

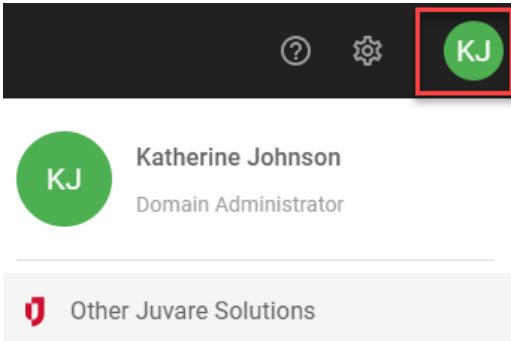
Switch System Platforms

Users with access to other Juvare platforms can access each system environment by logging into the Juvare portal at <https://login.juvare.com>.

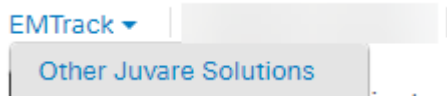
- Once users are logged into EMResource, quickly switch to other system platforms by selecting “Menu” and selecting “Other Juvare Solutions” then select “Juvare Applications” as shown in the screenshot below.



- Once users are logged into eICS, quickly switch to other system platforms by selecting your “profile icon” and then selecting “Other Juvare Solutions” as shown in the screenshot below.



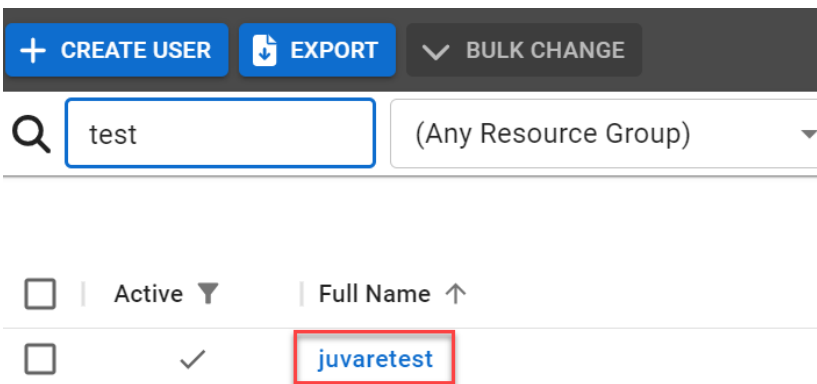
- Once users are logged into EMTrack, quickly switch to other system platforms by selecting the “down arrow” next to “EMTrack” then select “Other Juvare Solutions” as shown in the screenshot below.



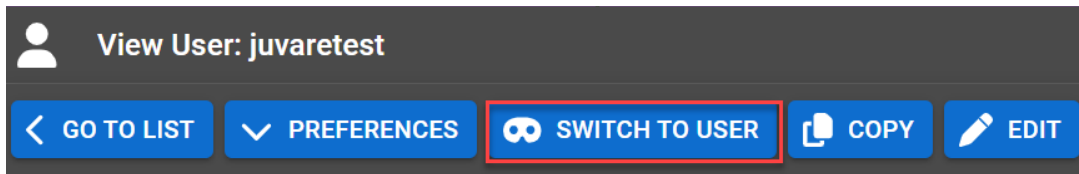
Switch User Functionality

Use the “Switch To User” functionality to hop in an existing account. This is often used to troubleshoot user reported system failures.

- Select **Menu** and then select **Setup** and then select **Users** to access the “Users List.”
- Search the user you want to search for in the “Search Text.”
- Once you find the user, select the username hyperlink to open the user account as shown in the screenshot below.



- The system opens the user landing page which offers an at-a-glance of how the user is set up.
- Select “Switch to User” as shown in the screenshot below.



- Select "Return to" user as shown in the screenshot below.



User Login Issues

New accounts needing their passwords reset or an activation email resent can be completed by navigating to the [Juvare's account login page](#). Enter the user's email and select **Next**. Then select **Forgot Password** and select **Send me an email**. If users are not receiving the auto-generated welcome email from Juvare, have them check their spam or call the Juvare support for further assistance (passwords cannot be reset).

- Email: support@juvare.com
- Call: 877-771-0911

Resources

WI DHS

- [Preparedness webpage](#)
- [EMSystems inbox](#)

Juvare

- [Login website](#)
- Support desk, available by [email](#) or by calling 1-877-771-0911
- [Create a user](#)
- [Edit a user](#)
- [Event notifications](#)
- [View functionality](#)
- [Custom view functionality](#)