WORKING WITH STAFF INFORMATION

1.1 STAFF PROFILE INFORMATION ........................................................................................................2
   The Demographics Tab ............................................................................................................................3
   Signing Up for ImageTrend Email Notifications ..................................................................................3
   The Employment Tab ............................................................................................................................4
   The Certifications Tab ...........................................................................................................................5
   The Permissions Tab ..............................................................................................................................6
   The Emergency Contacts Tab ................................................................................................................9
   The Equipment Tab ..............................................................................................................................10
   The Training Tab ................................................................................................................................11
   The Documents Tab .............................................................................................................................12

1.2 VIEWING AND EDITING STAFF PROFILE INFORMATION ..........................................................12
   Viewing and Editing Basic Profile Information ....................................................................................12

1.3 ADDING STAFF PROFILES .............................................................................................................13

1.4 WORKING WITH SHIFT SETUP .....................................................................................................14
   Viewing and Editing Shift Setup ............................................................................................................14
   Adding New Shifts .................................................................................................................................15
1.1 Staff Profile Information

Staff profiles contain a variety of information about the staff member. This information can be used to automatically fill out run forms; keep track of the staff member’s history, certifications and issued equipment; administer their access to the Fire Bridge and store contact and demographic information. This information is organized into tabs in the editable profile. Staff profiles also give staff members a username and password to sign in to the Fire Bridge. This information is organized into tabs in the editable profile. Each staff member of a service who has access to the Fire Bridge or who may be included on a run form should have a profile created in the system.

The main page listing all user profiles will display basic information about each record.

To access a staff profile:

1. From the top left, click My Fire Department. The My Fire Department page appears.
2. Select the Staff tab. A list of staff profiles appears.
3. From the list of staff profiles, click the name of the desired staff member.
4. To return to the list of staff members at any point, click the Back to Staff List button.
The Demographics Tab

The Demographics tab determines the name that will appear in this user’s profile and for all other system functions working with this user, stores contact and personal information and allows users and administrators to upload photographs of the staff member.

To change or add this information:

1. From the staff member’s profile, click Edit.
2. If necessary, select the Demographics tab.
3. From the Demographics tab, use the provided fields to enter or change any information.

Signing Up for ImageTrend Email Notifications

ImageTrend periodically sends out email notifications regarding our products, including information about scheduled downtime due to maintenance or upcoming upgrades to the Rescue Bridge. If you want to be included on these notifications or want a specific staff member to be included, you can add someone to the email list through the Demographics tab of a staff profile.

1. Open the Demographics tab of the staff profile.
2. In the *Email Notifications* section, select *Yes*.

The selected staff member will be added to the email list with the email addresses record in the staff profile.

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**The Employment Tab**

The *Employment* tab keeps track of the user’s history with the service, including their position and status, length of service, ID numbers and any leaves of absence that have been taken. The staff member can also be assigned to a particular station in this tab, and roles such as primary contact, medical director or inspector can be assigned to the profile.

To add or change this information:

1. From the staff member’s profile, click *Edit*. 
2. If necessary, select the Employment tab.

3. In the Employment Information section, enter information about the staff member’s situation at the service.

   NOTE: If you do not enter a personnel ID, no one will be able to record this person in the Apparatus and Personnel section of NFIRS reports.

4. In the Stations section, select all stations with which the profile should be associated.

   HINT: The user will be able to access information designated to all stations to which they are assigned, and will be available in all lists of staff by station for those selected stations.

5. In the Leave of Absence section, enter all information to be documented for a leave of absence for this staff member.

6. When finished, click OK.

   All employment information is saved.

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**The Certifications Tab**

The Certifications tab keeps track of staff members’ certifications and their respective dates.

1. From the staff member’s profile, click Edit.
2. If necessary, click the **Certifications** tab.

3. To edit or add information about a national certification, state certification or agency-specific certification,
   a. In the desired section, click **Click Here to Edit (Type) Registry Certification Info**.
   b. Using the provided fields, enter or change any desired information.

4. To enter information about a fire certification, in the **Fire Certification** section,
   a. Using the provided fields, enter any information about the certification.
   b. Click **Save Fire Certification**.
   The certification appears in the list.
   c. Repeat steps a–b until all desired certifications are added.

5. When finished, to save the changes, click **OK**.

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**The Permissions Tab**

The **Permissions** tab controls the user’s access to the Fire Bridge system. This includes the user’s username and password, Fire Bridge permission group and individual access rights and account status. Please note that all information pertaining to the Field Bridge will not be used, as it pertains to systems that collect EMS data.

To work with this information:

1. From the staff member’s profile, click **Edit**.
2. If necessary, click the Permissions tab.

3. To change the username or password, in the corresponding text boxes, make the desired change.

   
   **NOTE:** If the user's password is changed by anyone other than the user him- or herself, the user will be prompted to change the password after logging in.

   **HINT:** To force a user to change their password, select the Reset User Password checkbox.

4. To change the user’s permission group, from the Permission Group drop down menu, select the correct group.

5. To change specific access rights,
   a. Click View Permissions.
      The Permissions for (User) window appears.
      b. Select and deselect checkboxes to allow and prevent access to particular functions.
HINT: Selecting a checkbox allows the user to access that function. Deselecting the checkbox prevents access.

**View My EMS Runs Only**
This option will not be used, as it pertains to systems using EMS run forms. Gives the user access to past EMS run reports only if they were submitted from his or her account.

**View My Fire Runs Only**
Gives the user access to past fire incident reports only if they were submitted from his or her account.

**Runs Forms**
Determines the level of access the user will have to run forms that they are allowed to access. If the user is denied access to specific run forms (e.g., if they are allowed to view run forms only they have submitted or only within a certain time frame), that will take priority over the level of access given here.

**Ability to Lock Runs**
Determines whether this user will have the authority to prevent changes from being made to run forms after they are submitted.

**Ability to Change Run Status**
Determines whether this user will have the authority to change the status assigned to a run form (e.g., in progress, reviewed, billed).

**View Patient Identifiable Information**
This option will not be used, as it pertains to systems using EMS run forms. This option determines whether this user will be allowed to view patient identifiable information on run forms.

**View PDF Reports for EMS Runs**
This option will not be used, as it pertains to systems using EMS run forms. This determines whether the user will be able to view PDF reports from EMS run forms.

**View PDF Reports for Fire Runs**
Determines whether the user will be able to view PDF reports from fire run forms.

**View ‘All’ QA/QI Notes**
Determines whether the user will be able to work with all QA/QI notes submitted through the system or only with which he or she was associated.

**View Unified PDF**
This option will not be used, as it pertains to systems using EMS run forms. This determines whether the user will be able to view the Unified PDF report for EMS run forms.

**Ability to switch run form template**
This option will not be used, as it pertains to systems using EMS run forms. Determines whether this user will be able to change EMS run form templates after a run form is started.
Ability to Lock Trainings
Determines whether this user will be able to lock training records to prevent them from being edited.

Restrict Based on Date
Allows the user to view run forms submitted in only the specified time frame.

c. When finished, click Submit.
6. To activate or inactivate the account, in the Current Status section, select the desired option.
7. If the user’s account has been locked, to reset it, in the Lock Status section, select Unlock.
   OR
   If you want to lock a user’s profile, in the Lock Status section, select Lock.
8. If using security questions, to force the user to re-enter the answers for those questions, select the Reset All Security Answers checkbox.
   
   NOTE: If editing your own profile, the security questions and answers will appear on this page for editing.
9. When finished, to save the changes, click OK.

The Emergency Contacts Tab
The Emergency Contacts tab keeps contact information for persons who need to be informed in the event of an emergency involving the employee.

To work with information for contacts:

1. From the staff member’s profile, click Edit.
2. If necessary, click the Emergency Contacts tab.
3. To edit a contact’s information or view additional notes, click the Edit icon and make any changes in the updated text boxes below.
The Equipment Tab

The Equipment tab can keep track of any gear or equipment that is checked out to this individual. Each record can contain a description of the item, an ID number, size and the dates allocated and returned. The equipment listed here will be automatically displayed based on allocations in the Inventory module.

To work with equipment:

1. From the staff member’s profile, click Edit.
2. If necessary, select the Equipment tab.
   The Equipment tab appears, with a list of all items that have been allocated to this staff member.

3. **OPTIONAL:** To update an allocation record,
   a. Click the View Allocation icon in the Edit column for the desired item.
      The details for the item appear at the bottom of the page.
b. From the upper right corner of the Allocation Details panel, click Edit.

c. Use the provided fields to enter the updated details.

   🌻 HINT: If you enter a date in the Date Returned field, this item will be marked as returned and will no longer be allocated to this staff member.

d. From the upper right corner of the Allocation Details panel, click Save.
   The details are updated.

The Training Tab

The Training tab keeps records of any continuing education courses that the staff member may complete to update certifications or further their training. Each course record can contain information about the type of class, hours required and completed for the course and the dates of the course and of renewal.

To work with training records:

1. From the staff member’s profile, click Edit.
2. If necessary, click the Training tab.
   A list of training records for this staff member appears.

   3. To select a date range for the training you want to view, in the Training Dates text boxes, type the desired date range.

   OR

   To select the dates from a calendar, click the Calendar icons and select the desired dates.

4. To view more complete information about a particular record, click the corresponding Training icon.
The Documents Tab

The *Documents* tab can track any files that you want to upload and keep with this staff member’s profile. Documents can be categories based on the categories set up for your service, which will also determine which people can view each document.

To work with staff documents,

1. From the staff member’s profile, click *Edit*.
2. If necessary, click the *Documents* tab.
   The *Documents* tab appears.
3. To view a document, click the name of the document.
4. To add a document,
   a. In the *Document* section, click *Browse*.
   The *Upload File* dialog box appears.
   b. Navigate to and select the desired document to upload.
   c. Click *Open*.
   The file is selected.
   d. In the *Description* text box, type any additional details about the document.
   e. From the *Category* drop down menu, select the type of document you are adding.
   f. Click *Upload*.
   The document is added to the staff member’s profile.

1.2 Viewing and Editing Staff Profile Information

Each staff member of a service who has access to the Fire Bridge or who may be included on a run form should have a profile created in the system. This profile can keep track of contact employment and contact information, certifications and training, and associations with the service or particular stations. Staff profiles also give staff members a username and password to sign in to the Fire Bridge.

Viewing and Editing Basic Profile Information

Basic staff profiles include information about the staff member’s certifications, role and associations within the service and contact information.

1. From the top left, click *My Fire Department*.
   The *My Fire Department* page appears.
2. Select the *Staff* tab.
The View Staff Info page appears, with a list of all staff members in the system.

3. To view only certain staff members, use the Stations drop down list of the alphabet links at the top of the page to filter staff by the station with which they are associated or by last name.

4. To search for a particular staff member, in the Search Last Name text box, type the desired last name and click Go.

5. After filtering, to view all staff members again, click All.

6. To view a particular staff member's profile, click the hyperlinked name.

7. **OPTIONAL:** To edit the staff member's profile,
   a) Below the profile information, click Edit.
   b) Click a tab to work with the fields in that tab.
   c) Using the provided fields, change or add any desired information.
   d) To save any changes, click OK.
   To return to the staff profile without saving changes, click Cancel.

### 1.3 Adding Staff Profiles

Administrators can add staff profiles to allow new staff members to access the system or simply to keep their information in the system.

1. From the top left, click My Fire Department.
   The My Fire Department page appears.
   
2. Select the Staff tab.
The View Staff Info page appears, with a list of all staff members in the system.

3. Click Add Staff Member.
4. Using the provided fields in each tab, enter all desired profile information.
   🕵️‍♂️ HINT: The first tab must be completed and saved before any other tabs can be used.
   ⚠️ WARNING: Be sure to save each tab before moving on to a new tab to prevent information from being lost.
5. To save the new profile, click OK.
   To return to the list of staff, click Cancel.

1.4 Working With Shift Setup

In order to simplify data entry on run forms, administrators can set up shift information so that staff members will automatically be associated with a particular vehicle during a particular time period. When shifts are set up and maintained, information about staff members will be automatically entered in incident reports for that time period once the associated vehicle is chosen. If multiple reports are created during this time period, using shifts can make reporting much more efficient.

In order for information to be correctly entered on an incident report, shift information needs to be entered into the system regularly with every shift change. If you do not change the information when a shift changes, the previously entered staff members will be continually entered into new run forms.

📝 NOTE: If your agency uses the Scheduler module, shift setup will be different.

Viewing and Editing Shift Setup

While all users are generally able to view the currently set up shifts (depending on permissions for the service), only administrators can edit the shift setup.
1. From the top left, click *My Fire Department*. The *My Fire Department* page appears.

2. Under the *Modules* tab, select *Fire Shifts*. A list of all staff associated with each vehicle appears.

<table>
<thead>
<tr>
<th>Vehicle ID</th>
<th>Call Sign</th>
<th>Station</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHF1</td>
<td>Chief 1</td>
<td>Station 2</td>
<td>Active</td>
</tr>
<tr>
<td>COMD1</td>
<td>Command 1</td>
<td>Headquarters</td>
<td>Not Active</td>
</tr>
<tr>
<td>ENG1</td>
<td>Engine 1</td>
<td>Station 1</td>
<td>Not Active</td>
</tr>
<tr>
<td>ENG1</td>
<td>Engine 1</td>
<td>Station 1</td>
<td>Active</td>
</tr>
<tr>
<td>ENG11</td>
<td>Engine 11</td>
<td>Headquarters</td>
<td>Active</td>
</tr>
<tr>
<td>ENG11</td>
<td>Engine 11</td>
<td>Headquarters</td>
<td>Active</td>
</tr>
<tr>
<td>MED10</td>
<td>Medic 10</td>
<td>Headquarters</td>
<td>Active</td>
</tr>
<tr>
<td>REB1</td>
<td>Rescue 1</td>
<td>Headquarters</td>
<td>Active</td>
</tr>
</tbody>
</table>

3. To view more information about a shift or edit a shift, click the vehicle for the desired shift. The information about the shift appears.

4. **OPTIONAL:** To edit the information for the selected shift,
   a. Using the provided fields, change any information.
      
      📝 **NOTE:** To add a new staff member to the shift, click *Add Member* and select their name from the resulting drop down list. To remove a member from the shift, click the *Delete* icon beside their name.
   b. When finished, to save the changes to the shift, click *OK*. To return to the list of shifts without saving any changes, click *Cancel*.

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**Adding New Shifts**

Administrators will need to create new shift information each time the staff changes for a shift in order to keep the information entered on incident reports current and correct.

1. From the top left, click *My Fire Department*. The *My Fire Department* page appears.
2. Under the *Modules* tab, select *Fire Shifts*. A list of all staff associated with each vehicle appears.

<table>
<thead>
<tr>
<th>Fire Shift Setup</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Apparatus ID</strong></td>
</tr>
<tr>
<td>CHF1</td>
</tr>
<tr>
<td>CMD1</td>
</tr>
<tr>
<td>ENC1</td>
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<tr>
<td>ENC1</td>
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<td>NG1</td>
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<td>ENG11</td>
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<tr>
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<td>LAD1</td>
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<tr>
<td>MED10</td>
</tr>
<tr>
<td>MED10</td>
</tr>
<tr>
<td>MED10</td>
</tr>
<tr>
<td>RES1</td>
</tr>
</tbody>
</table>

3. From below the list, click *Add Crew*.
4. In the *Vehicle/Apparatus* drop down menu, select the vehicle that this crew will be using during this shift.
   
   **NOTE:** Since the incident report will fill in the names of staff members based on which vehicle is used, be sure to select the correct vehicle.
5. From the *Personnel* drop down menu, select the first staff member.
6. To add additional staff members, click *Add Member* and use the resulting drop down menu to select the new crew member.
7. In the *Status* section, select whether this shift should be *Active* (can be selected from lists and will automatically populate run forms at this time) or *Inactive* (information is stored but this shift will not affect run forms or appear outside of the *Setup Shifts* page).
8. To save the shift, click *OK*.
To return to the list of shifts without saving the new information, click *Cancel*.