

Welcome to EMResource 101

*A step-by-step guide
on EMResource from
the hospital and
prehospital
perspective.*



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GETTING STARTED IN EMRESOURCE

As an EMResource user in the CATRAC region, you must set up your account by following the four phases:

Phase 1: Verify basic account information

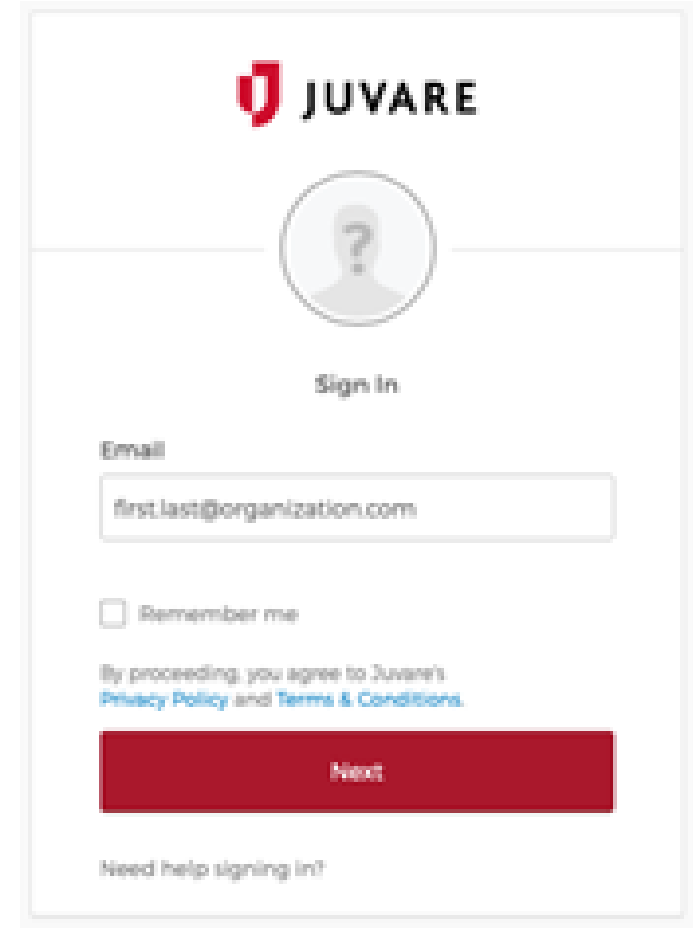
Phase 2: Confirming the appropriate contact information

Phase 3: Subscribing to notifications

Phase 4: Subscribing to regional notifications

RESETTING YOUR PASSWORD

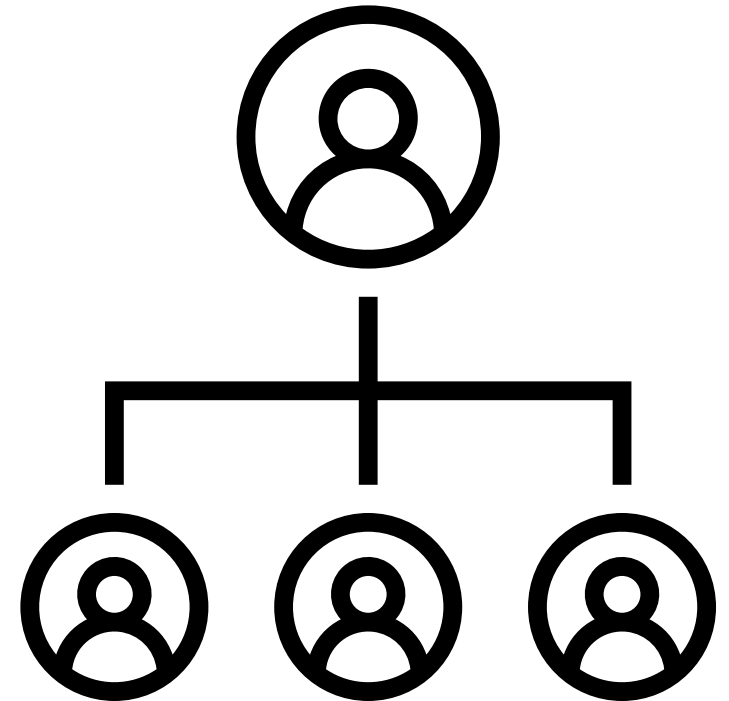
1. To access your Juvare solution, navigate to <https://login.juvare.com>.
2. On the login page, click **Need help signing in?**, and/or **Forgot Password?**.
3. Enter the primary email address associated with your account.
4. Click **Reset via Email**.
5. Check your inbox for an email from no-reply@juvare.com or no-reply@login.juvare.com.
6. Open the email and click **Reset Password**.
7. Follow the instructions to complete resetting your password.



The screenshot shows the Juvare login interface. At the top is the Juvare logo. Below it is a circular icon with a question mark, representing a user profile. Underneath the icon is the text "Sign in". There is an "Email" input field containing the placeholder text "first.last@organization.com". Below the input field is a checkbox labeled "Remember me". Underneath the checkbox is a line of text: "By proceeding, you agree to Juvare's [Privacy Policy](#) and [Terms & Conditions](#)." Below this text is a large red button labeled "Next". At the bottom of the form is a link that says "Need help signing in?"



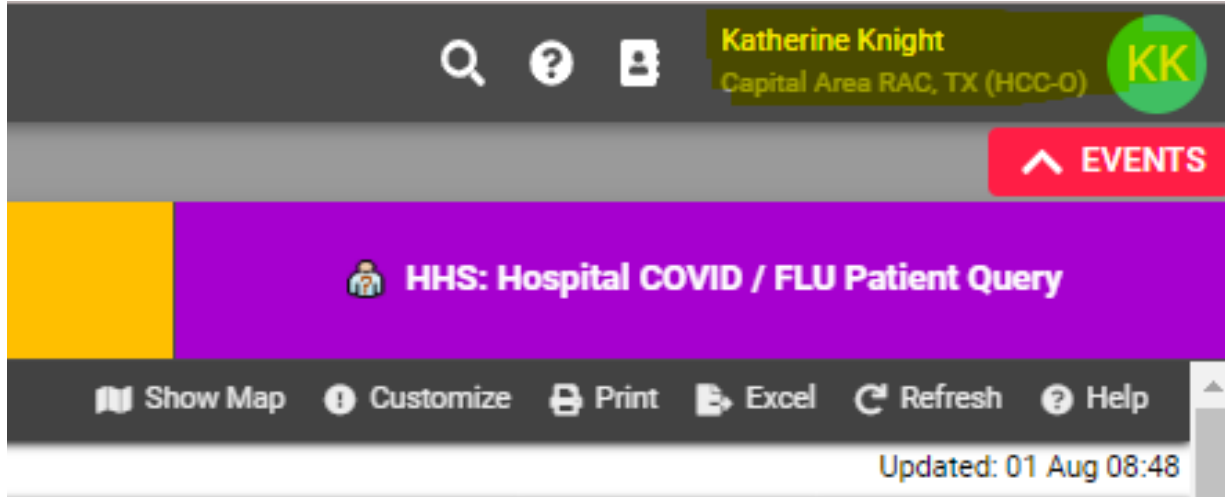
Since CATRAC has implemented a tiered process for EMResource, please reach out to your assigned User Administrator for initial issues. **If there was not a resolution, have your User Administrator contact administrator@catrac.org**



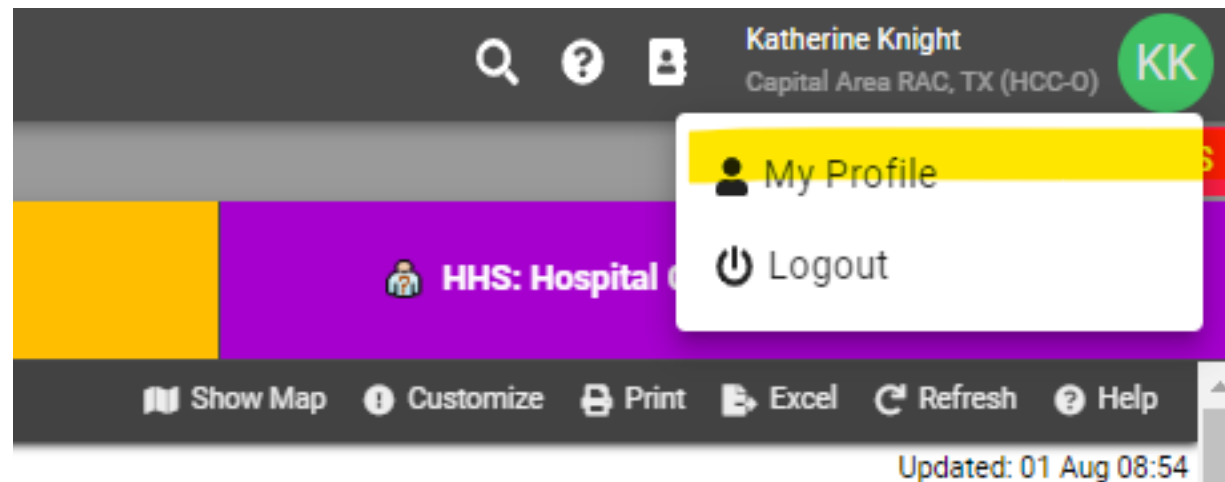
ACCESSING YOUR EMRESOURCE ACCOUNT PROFILE

There are two ways to access your account profile.

Method #1:



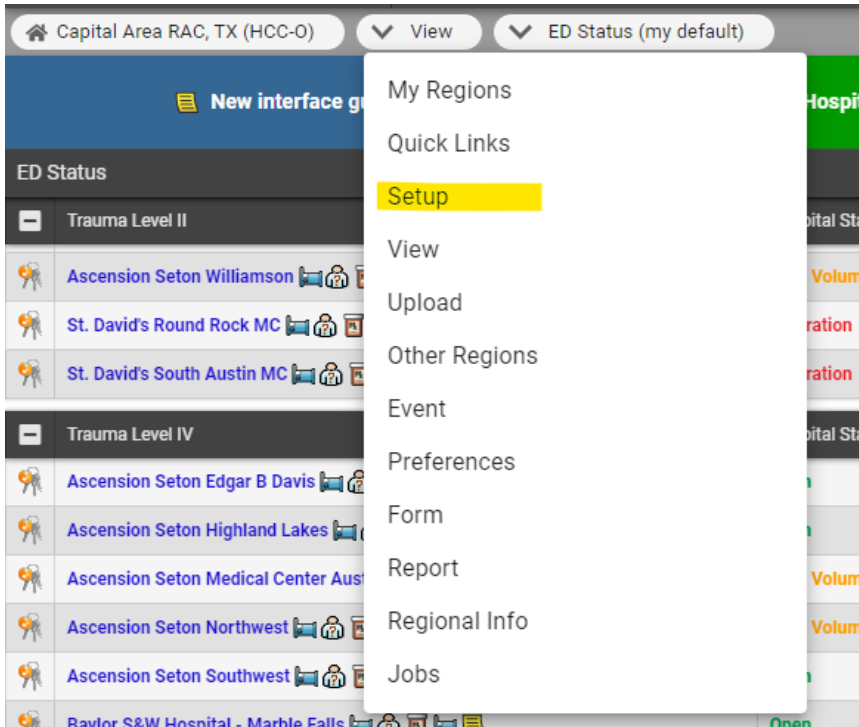
Step 1. Select **your name** on the top right-hand corner



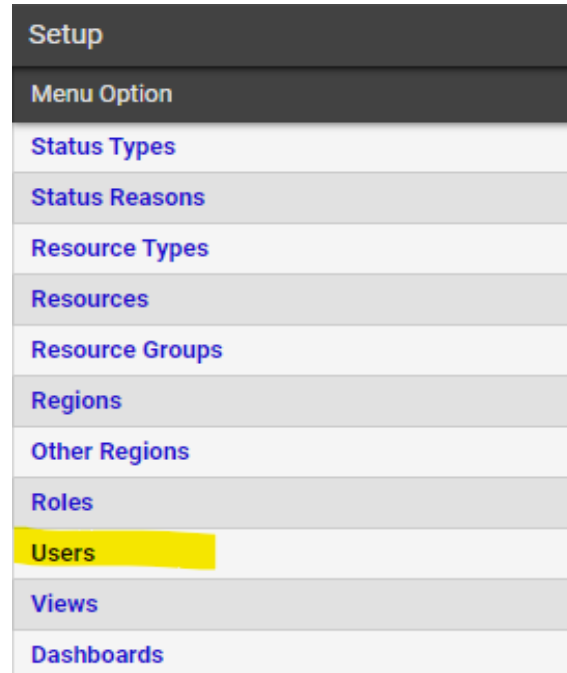
Step 2. Select **My Profile**

ACCESSING YOUR EMRESOURCE ACCOUNT PROFILE

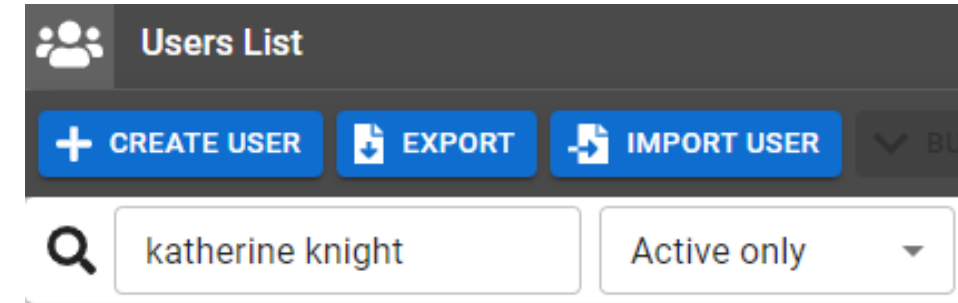
Method #2



Step 1. Change 'view' to 'setup'



Step 2. Select **Users**



Step 3. Search **your name** in the search box. Make sure 'active only' has been selected

SETTING UP YOUR EMRESOURCE ACCOUNT PROFILE

Capital Area RAC, TX (HCC-0) Setup User Info

New interface guide HHS: COVID Hospital Capacity / Staffing HHS: S

Edit User: Katherine Knight

CANCEL SAVE

Some changes will not take effect until KnightKatherine0628 logs out of EMResource.

Login Credentials

Username *
KnightKatherine0628
Unique identifier within the solution.

Login Email
kknight@catrac.org
Email address used to log in.

User Profile

Full Name *
Katherine Knight
Name shown to identify this person.

First Name
Katherine

Middle name

Last Name
Knight

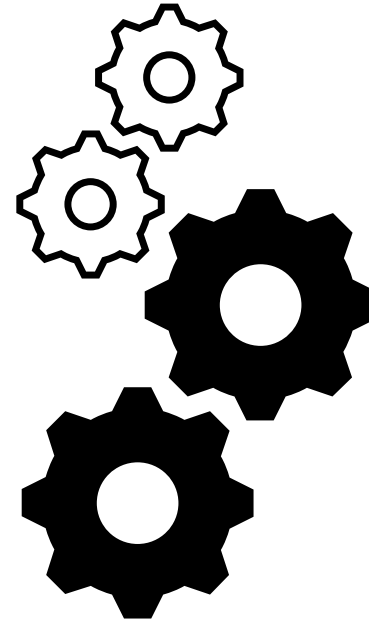
Organization
Capital Area of Texas Regional Advisory Council
Center, service or location for whom the person works.

Administrative Comments

Opt Out of User Info Reminders: Check to NOT receive reminder e-mails.

High Contrast View: Check to use colors that may be clearer in some lighting conditions.

Your basic information should have been input by your User Administrator. **Take a moment to confirm the information posted in your account is accurate.** Pay special attention to the login email and organization.



**Please note that most changes will not take effect until you have logged out.*

Users must confirm the appropriate contact method prior to setting up notifications.

On your user profile, you are required to enter an email address in order to receive notifications. If you would like to receive notifications through text messages as well, you can enable text messages for your phone number.

CONFIRMING THE APPROPRIATE CONTACT INFORMATION



To add your email or phone number to your profile:

1. On the *Home* page, point to **Settings** and in the list, click **My Profile..**
2. In the *Email/Pager/Other* section, click **add**.
3. In the field on the left, enter your 10-digit phone number (without hyphens or spaces).
4. Click **Save**.

Text +18773529726 from the desired mobile phone with 'YES' to confirm.

User Profile

Full Name *
Katherine Knight

Name shown to identify this person.

First Name
Katherine

Middle name

Last Name
Knight

Organization
Capital Area of Texas Regional Advisory Council

Center, service or location for whom the person works.

Administrative Comments

Opt Out of User Info Reminders: Check to NOT receive reminder e-mails.

High Contrast View: Check to use colors that may be clearer in some lighting conditions.

Contact Information

+ CONTACT METHOD

^ v | ✉ Email *
kknight@catrac.org | Label REMOVE

^ v | 📱 Text *
🇺🇸 +1 (909) 525-6443 | Label REMOVE

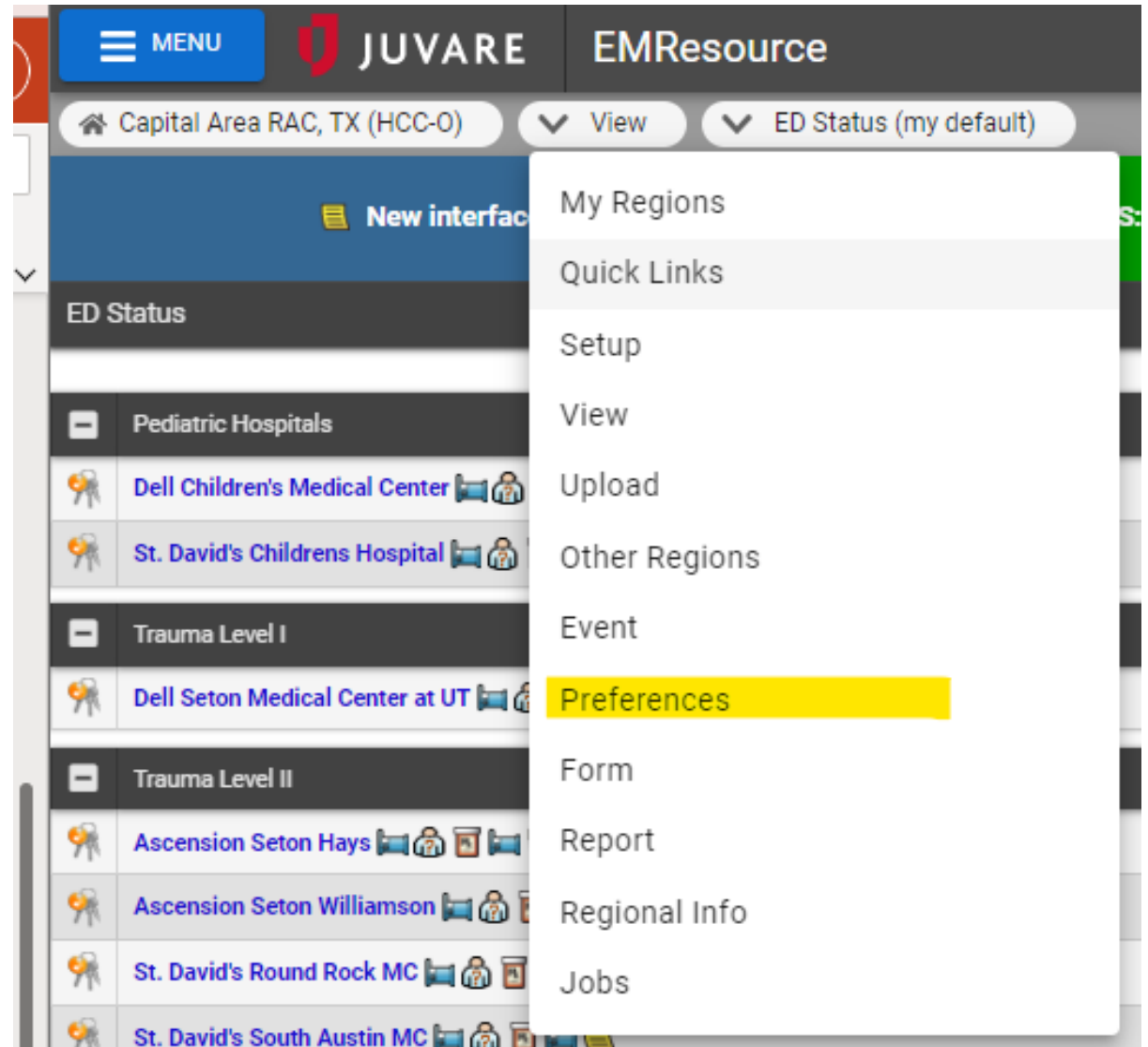
Confirmed Subscribed to text notifications. Text +18773529726 with STOP to cancel.

SUBSCRIBING TO NOTIFICATIONS

Once you have confirmed your contact method[s], you will need to subscribe to status change notifications.

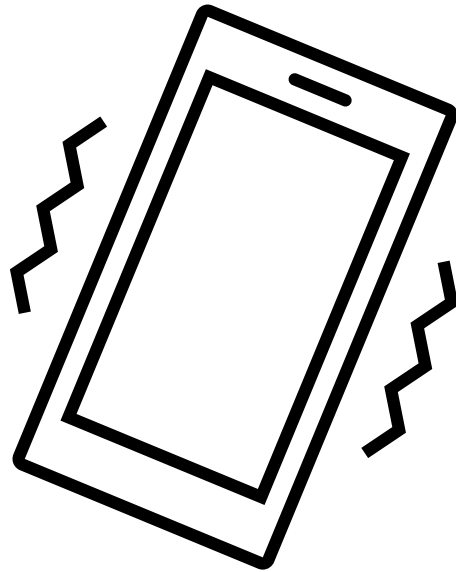
To add a status change notification preference:

1. At the top, click **Preferences**



SUBSCRIBING TO NOTIFICATIONS

2. click **Status Change Prefs.**



Preferences	
Menu Option	Description
Event Notification	Sign up to be notified of events.
Status Change Prefs	Sign up to be notified of status changes.
System Notification	Sign up to be notified of system notifications.
Customized View	Configure your personal status view.
User Info	Maintain your user profile.

3. Click **Add.**

My Status Change Preferences

[Go To User](#) **Add**

SUBSCRIBING TO NOTIFICATIONS

Find Resources

What?
Name (or AHA ID) and Category

Where?
City, County, or Zip

Show all match

<input type="checkbox"/>	Resource Name ^	Status	Region	Resource Type	Category	City	State
<input type="checkbox"/>	St. David's Childrens Hospital	--	Capital Area RAC (TSA-O)	Pediatric Hospitals	Hospital	Austin	TX
<input checked="" type="checkbox"/>	St. David's Georgetown Hospital	Open	Capital Area RAC (TSA-O)	Trauma Level IV	Hospital	Georgetown	TX
<input checked="" type="checkbox"/>	St. David's Heart Hospital of Austin	Open	Capital Area RAC (TSA-O)	Trauma Level IV	Hospital	Austin	TX
<input checked="" type="checkbox"/>	St. David's MC	Open	Capital Area RAC (TSA-O)	Trauma Level IV	Hospital	Austin	TX
<input checked="" type="checkbox"/>	St. David's North Austin MC	Open	Capital Area RAC (TSA-O)	Trauma Level IV	Hospital	Austin	TX
<input type="checkbox"/>	St. David's Rehab Hospital	--	Capital Area RAC (TSA-O)	Rehabilitation Facilities	Rehab Hospital		TX
<input type="checkbox"/>	St. David's Round Rock MC	--	Capital Area RAC (TSA-O)	Trauma Level II	Hospital	Round Rock	TX
<input type="checkbox"/>	St. David's South Austin MC	--	Capital Area RAC (TSA-O)	Trauma Level II	Hospital	Austin	TX
<input type="checkbox"/>	St. David's Surgical Hospital	Open	Capital Area RAC (TSA-O)	Non-Designated Hospitals	Hospital	Austin	TX

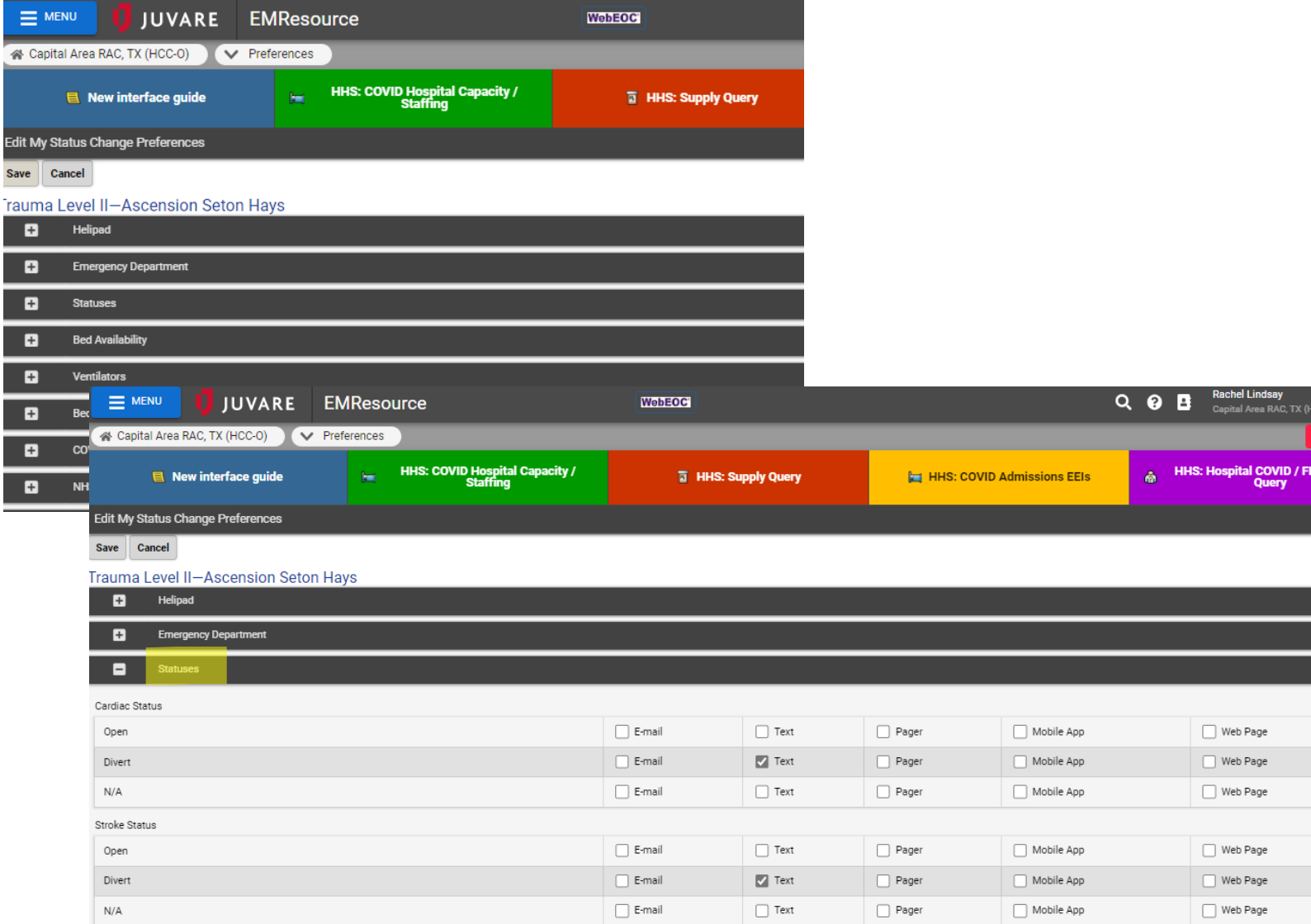
3. In the *What?* and *Where?* sections, enter the **Name**, **Category**, **Region** and/or other location information for a resource. **(These are the hospitals you would get notifications from)**
4. Click **Search**.
5. Select the check box for each facility you want notifications from.
6. Click **Notifications** (at the bottom right). If you selected more than one resource, the phrase **Editing # of # selected records** appears indicating which resource you are editing and how many you selected.

SUBSCRIBING TO NOTIFICATIONS

7. To specify the user's notification preferences for this resource, take these actions:

1. On the left of a section header, click the plus icon.
2. If appropriate, enter a number for **Above** and/or **Below** to indicate when to send notifications.
3. For each status change, select the checkboxes for the notification methods you want to enable (for example, **E-mail**, **Text Pager**, **Mobile App**, or **Web Page**).
4. As appropriate, repeat these steps for each section.
5. Click **Save**. The next resource record opens.
6. Repeat these steps for each resource.

8. When you click **Save** on the last record, the *Status Change Preferences for (user)* page opens showing the preference you added.



The screenshot shows the JUVARE EMResource interface. The top navigation bar includes 'MENU', 'JUVARE', 'EMResource', and 'WebEOC'. Below the navigation bar, there are several resource cards: 'New interface guide', 'HHS: COVID Hospital Capacity / Staffing', and 'HHS: Supply Query'. The 'Edit My Status Change Preferences' page is open for 'Trauma Level II—Ascension Seton Hays'. The page shows a list of resources with expandable sections: Helipad, Emergency Department, Statuses, Bed Availability, Ventilators, and Bed. The 'Statuses' section is expanded, showing a table of notification preferences for Cardiac Status and Stroke Status. The 'Text' checkbox is checked for both 'Divert' rows in both sections.

Cardiac Status	E-mail	Text	Pager	Mobile App	Web Page
Open	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Divert	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Stroke Status	E-mail	Text	Pager	Mobile App	Web Page
Open	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Divert	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

You can also subscribe to regional notifications that will display as a banner on the top of each page in EMResource. Through the *Event Notification Preferences* page, you choose how you want to be notified about different types of events.

Common CATRAC regional notifications:

NOTAMS

Ad hoc event

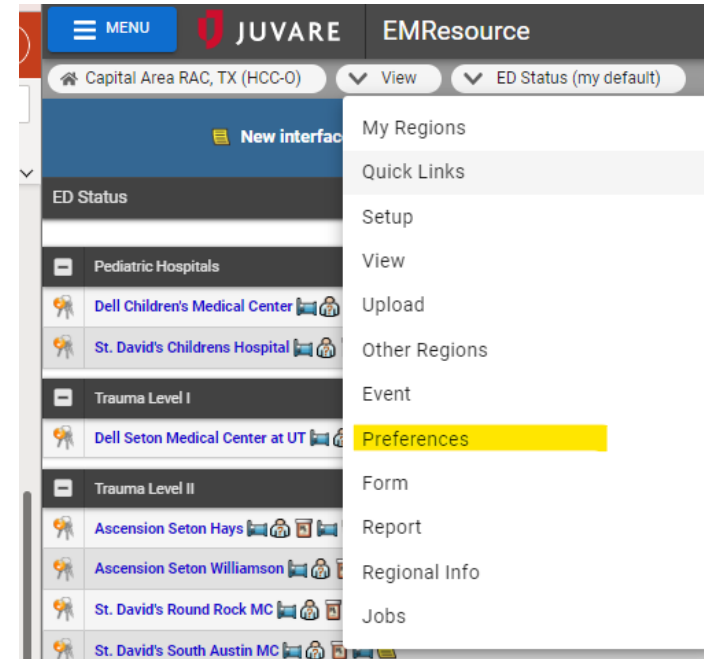
Regional announcement

Mass Casualty Incident

SUBSCRIBING TO REGIONAL NOTIFICATIONS

To define event notification preferences:

1. In the main menu, click **Preferences** and, in the list, select **Event Notification**. The *My Event Notification Preferences* page opens.



Preferences	
Menu Option	Description
Event Notification	Sign up to be notified of events.
Status Change Prefs	Sign up to be notified of status changes.
System Notification	Sign up to be notified of system notifications.
Customized View	Configure your personal status view.
User Info	Maintain your user profile.

SUBSCRIBING TO REGIONAL NOTIFICATIONS

2. For each *Event Type*, on that row, select the corresponding checkboxes to enable these *Notification Methods*:

1. E-mail
2. Text
3. Pager
4. Mobile App
5. Web Page

3. For event types that have a *Notification Limit*, select the **My Resources Only** checkbox to only receive notifications about resources with which you are associated.

4. Click **Save**.

The screenshot shows the EMResource WebEOC interface. At the top, there is a navigation bar with 'MENU', 'JUVARE', 'EMResource', and 'WebEOC'. Below this is a breadcrumb trail: 'Capital Area RAC, TX (HCC-0) > Preferences'. A row of colored tiles represents different modules: 'New interface guide' (blue), 'HHS: COVID Hospital Capacity / Staffing' (green), 'HHS: Supply Query' (orange), 'HHS: COVID Admissions EEIs' (yellow), and 'HHS: Hospital COY Que' (purple). Below the tiles is the 'Event Notification Preferences for' section, which contains a table with columns for 'Event Type', 'Notification Methods', and 'Notification Limit ***'.

Event Type	Notification Methods					Notification Limit ***
Ad Hoc Event	<input checked="" type="checkbox"/> E-mail	<input checked="" type="checkbox"/> Text	<input type="checkbox"/> Pager	<input type="checkbox"/> Mobile App	<input type="checkbox"/> Web Page	<input type="checkbox"/> My Resources Only
Amber Alert	<input type="checkbox"/> E-mail	<input type="checkbox"/> Text	<input type="checkbox"/> Pager	<input type="checkbox"/> Mobile App	<input type="checkbox"/> Web Page	-- N/A --
Bed Availability	<input type="checkbox"/> E-mail	<input type="checkbox"/> Text	<input type="checkbox"/> Pager	<input type="checkbox"/> Mobile App	<input type="checkbox"/> Web Page	<input type="checkbox"/> My Resources Only
Bed Availability Reporting	<input type="checkbox"/> E-mail	<input type="checkbox"/> Text	<input type="checkbox"/> Pager	<input type="checkbox"/> Mobile App	<input type="checkbox"/> Web Page	<input type="checkbox"/> My Resources Only
Bed Availability Reporting: Psych	<input type="checkbox"/> E-mail	<input type="checkbox"/> Text	<input type="checkbox"/> Pager	<input type="checkbox"/> Mobile App	<input type="checkbox"/> Web Page	<input type="checkbox"/> My Resources Only
CATRAC Bed Availability Reporting	<input checked="" type="checkbox"/> E-mail	<input type="checkbox"/> Text	<input type="checkbox"/> Pager	<input type="checkbox"/> Mobile App	<input type="checkbox"/> Web Page	<input type="checkbox"/> My Resources Only