

We recommend that all EMS administrators using ImageTrend Elite complete the introductory trainings webinars located on the ImageTrend University website, <https://www.indianaems.isdh.in.gov/University/>. Note: you must be logged into your ImageTrend account to access the link. IDHS recommends the following training modules:

- Introduction: Elite System Tour
- System / Agency setup
  - Agency Information Overview
  - Editing Agency Details
  - Managing Agency Service Areas
  - Managing Agency Statistical Year Information
  - Managing No Incidents to report
- The Elite Dashboard
- Incident Settings: Using Incident Lists

### **Frequently Asked Questions**

1. **How do I access ImageTrend Elite?**
  - a. <https://indianaems.isdh.in.gov/Elite>
  - b. Organization ID is **Indiana**
2. **How can I set up my department so that it will auto generate an EMS/Fire incident number?**
  - a. Select you agency's name at the top of the screen. Then select "Configuration" and then "Auto Number." From there, the program will prompt you for information. After completing all of the required fields, select "Save."
3. **How do I enter information about a new staff member (user) or edit information about an existing user?**
  - a. After logging in, on click on your agency's name. A drop down list should appear. Select "Users" > "New." Enter the employee's information > "Save."
  - b. Select the "Certifications" tab and go to scroll down to "State Licensure ID" field. Here, enter the user's Public Safety Identification Number (PSID) > "Save."
  - c. Select the "Employment" tab. go to scroll down to "Personnel ID" field. Here, enter the user's unique, internal personnel identifier, if applicable. If the agency does not use unique, internal personnel identifier's enter the user's Public Safety Identification Number (PSID) > "Save."
  - d. Select "Account details" tab. You will be prompted to create a new user ID and password. Once entered, select "Save." Upon the user's initial logon, ImageTrend will prompt them to update their password again.
  - e. Select the user's appropriate permission group based on the agency's standard operating procedures or internal policies. Select "Save."
4. **Why can't I see my staff on apparatus list?**
  - a. It is important to first ensure the State Licensure ID field and Personnel ID field are complete within the user's profile. If these two voids are void of information, the user will not appear on the apparatus list within the run forms.
5. **How do I print an incident report?**
  - a. Within the incident click the "Print" button at top of screen. The next screen will allow you to select the specific information to be printed. After making your selections, select "OK."
6. **How do I add another station?**

- a. Select “Resources” > “Agency Locations.” It will allow you to select “New” and prompt you to fill in the relevant station information.

**7. How do I delete a staff member?**

- a. Never delete a user from ImageTrend. If you delete a user from the database, it will also delete all of the run information associated with that individual. Rather, you will need to change that person’s status to inactive. After making a user inactive, you will no longer have the option to add them into a run form.
- b. To put a user in Inactive Status, select “Agency” > “Users. Click on the staff member’s name whom you’d like to update. Select “Account details” and scroll down “Agency Status.” Here, it will allow you to change that user’s status to “Inactive.”
- c. Select “Save.”

**8. Why can’t my staff log into the system?**

- a. You will need to verify the user’s username and password. Or, the user may need to update their password because it has expired.
- b. To update a password for a staff member: the user must contact their Agency Administrator.
  - i. The agency Administrator may update a user’s password by:
    1. Selecting “Users” > “Account Details.” Enter the appropriate username and update the password field > “Save.”
    2. Upon the user’s next logon, ImageTrend will prompt them to update their password again.

**9. Why can’t I access all of the incidents captured in ImageTrend?**

- a. This is likely because of the permissions settings. In order to access all of the run data entered by your agency, you must have “Agency Administrator” access permission. To gain this access or alter your permission levels, you must speak with your Agency’s leadership team or current Agency Administrator.
- b. IDHS will not alter user permission groups or access levels unless it is requested by an Agency’s Administrator.

**10. Will ImageTrend save all run data entered into the run form even if we lack connectivity or internet access?**

- a. If you are using an iPad or other tablet to enter the data into the form, you will be able to access the ImageTrend app through a field bridge. It will allow you to enter the information necessary and it will automatically save the information until you regain connectivity and sync the iPad/tablet used to the computer registered.
- b. You should never clear your browsing history or delete your cache until you have synced your iPad/tablet with the registered computer.
- c. If you preemptively delete your history or cache, you will lose all of your incident data entered into the run form.